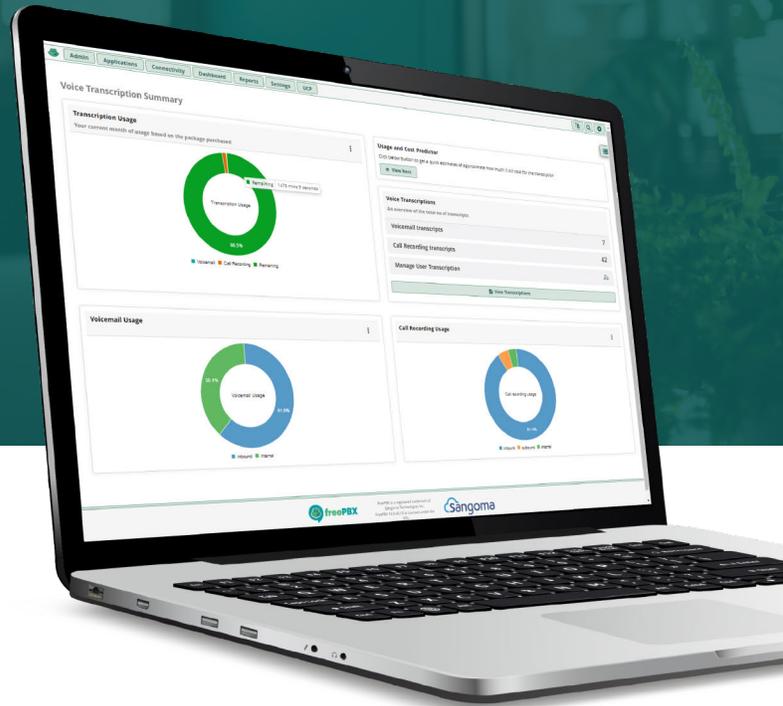




## Scribe with MercuryTel

### Advanced Transcription Services Module



Scribe is an optional service for MercuryTel customers that enhances your communication with powerful transcription services. Using advanced speech recognition, Scribe easily extracts insights from your calls. The intuitive dashboard features usage graphs, search tools, and shortcuts to help you navigate call data faster.

## Scribe Features



### Transcription

Automatically transcribe all recorded calls and voicemails, providing written records of every interaction for easy reference.



### Multi-Language Support

Transcribe calls accurately in multiple languages.



### Email Integration

Get transcripts delivered straight to your inbox.



### Visual Voicemail

Upgrade Sangoma's softphone apps with voicemail transcriptions and sentiment analysis.



### Call Summarization

Get concise summaries of your transcriptions so you can quickly review key points without replaying entire recordings.



### Scribe Rewind

Transcribe existing calls and voicemails by day, month, or year to mine old data for new perspectives.



### Scribe Tags

Use custom tags to categorize, making specific recording transcriptions easy to find. Set up email alerts for calls containing certain keywords and occurrence thresholds.



### AI-Driven Sentiment Analysis

Analyze transcripts to assess customer sentiment and gain insights to improve the overall interaction experience.



### Audio File Upload

Upload your own audio files in multiple formats to easily transcribe meetings, interviews, and training sessions.



### Text-To-Speech

Type exactly what you want on your company's IVRs, announcements, and more. Easily view and adjust previous scripts for sales, specials, or holidays on your own schedule — without paying for voice talent to record new audios.

# Scribe Key Benefits

## Effortless Integration

Scribe minimizes configuration complexity, allowing users to transcribe audio content for individuals and groups.

## Cost Analysis Insights

Scribe analyzes the duration of last month's audio files and voicemails, helping you predict transcription costs based on your current usage.

## Accessibility on Demand

Enjoy easy access to transcripts whenever you need them, ensuring important information is always at your fingertips.

## Data Security Compliance

Scribe maintains high standards of data security and privacy compliance, giving you peace of mind.

## Why choose Scribe?

Scribe exemplifies Mercury's commitment to continuous innovation and equipping customers with tools to improve efficiency and communication strategies.

## Choose Scribe

Call or text (989) 837-3790 extension 22, or email [sales@mercury.net](mailto:sales@mercury.net) for more information or to add Scribe today!