

TechLab Al-Transcription Tools

Agenda

- Pros and Cons
- Overview of the Tools
- Test
- Questions/Discussion

Clarification

- We have not tested tools that help you to do the transcription by hand like <u>oTranscribe</u>, <u>Express Scribe</u>, <u>FTW</u> <u>Transcriber</u>, <u>Ingscribe</u>, MaxQDa (Intranet)
- We tested tools that do the transcription for you and you only have to correct it afterwards

Pros

- Speed/Efficiency:
 - Automated tools can transcribe hours of audio or video material in a matter of minutes, which is significantly faster than manual transcription
- Cost-Effectiveness:
 - Compared to hiring a professional transcription service, tools can be more economical, especially with frequent use
- Multilingual Support:
 - Many tools offer transcription capabilities in multiple languages

Cons

- Accuracy:
 - Depending on the audio quality, speaking speed, and language, tools may make errors -> needs subsequent review and correction
- Loss of Context:
 - Nuances such as tone, pauses, and emotional emphasis may be lost
- Privacy Concerns:
 - Using online transcription services may compromise the confidentiality of sensitive information
- Language Limitations:
 - Some tools might struggle with dialects or domain-specific jargon

Overview of the Tools

- TurboScribe
- Sonix
- Rev
- Grain
- Dovetail
- Notta

- Fireflies
- Leexi
- Otter
- Whisper
- Töggl
- Word

Teams, Webex, Zoom -> built-in transcription services

How have we tested?

- Audio-Testfiles:
 - If transription service provided German transcription:
 - German: «Cine:viel» Podcast Filmfressen.de (29 min, 49 sec) ->
 - If only English:
 - English: «The Diary of a CEO» Youtube Talk (29 min, 39 sec) ->
- Accuracy:
 - How many mistakes, detecting different speakers, accuracy of the time stamps, etc.
- Speed:
 - Duration of the transcription process
- Value:
 - Price, additional features
- Data protection:
 - How is the data stored

TurboScribe:

- Accuracy: Very good. Doesn't recognise speakers (tested only in German)
- Speed: 4 min 20 sec (29:50)
- Value:
 - Free of charge -> 3 transcripts daily / 30 minutes conversations / slower transcription
 - 10 \$ per month -> unlimited transcripts / 10 hours conversations
 - Multi-Language
- Data:
 - Storage -> 256-bit Advanced Encryption Standard (AES-256) -> Amazon Web Services
 - Instant deletion possible
 - No training with the data
 - Stored in U.S.A



Sonix:

- Accuracy: Good, but some words are wrong. Does recognise speakers (tested only in German)
- Speed: 7 min 10 sec (29:50)
- Value:
 - Free of charge
 - 10 \$ for 1 h or 22 \$ per month for 5 \$ for 1 h
 - Al-Summary
 - Multi-Language
- Data:
 - General Data Protection Regulation (GDPR) Standard
 - Storage -> 256-bit Advanced Encryption Standard (AES-256) -> AWS
 - Deletion after 7 days
 - Training with the data-> no documentation
 - Stored outside of Europe



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Rev:

- Accuracy: Good, some errors and wrong capitalisation. Does recognise speakers (tested only in German)
- **Speed:** ~ 7 min (29:50)
- Value:
 - First 45 min free
 - 0.25 \$ per minute
 - Multi-Language
 - Al-Summary
- Data:
 - General Data Protection Regulation (GDPR) Standard
 - Storage -> TLS Encrypted
 - Deletion on request
 - No training with the data
 - Stored in U.S.A

Grain:

- Accuracy: Very good, also speakers recognised (tested only in English)
- **Speed:** ~ 1 min (29:39)
- Value:
 - 20 meetings free, but no uploads
 - 15 \$ per month for unlimited meetings and 10 uploads per month
 - AI-Features (Key Points, Ask Questions)
 - English only
- Data:
 - SOC 2 Type 2 Certified
 - Storage -> AWS
 - Deletion after 30 days
 - No training with the data
 - Stored in U.S.A



Dovetail:

- Accuracy: Very good, also speakers recognised (tested only in German)
- Speed: 4 min 30 sec (29:50)
- Value:
 - 1 project free
 - 29 \$ per month for unlimited projects
 - Al-Summary, Al-Highlights, Comments, etc.
 - Multi-Language
- Data:
 - SOC 2 Type 2 Certified
 - Storage -> AWS
 - Deletion after 30 days
 - No training with the data
 - Choose to store data in U.S.A or Europe



Notta:

- Accuracy: Mediocre, speakers recognised (tested only in German)
- **Speed:** ~ 4 min (29:50)
- Value:
 - 3 files / 120 min free per month
 - 9 \$ per month for 15 uploads / 1'800 min
 - Al-Summary
 - Multi-Language
- Data:
 - SOC 2 Type 2 Certified
 - Deletion, storage location and AI training not documented

Fireflies:

- Accuracy: Very good, speakers recognised (tested only in German)
- Speed: 3 min 50 sec (29:50)
- Value:
 - 3 transcripts free/ 800 min storage
 - 10 \$ per month unlimited transcripts/ 8000 min storage
 - Al-Summary
 - Multi-Language
- Data:
 - SOC 2 Type 2 Certified
 - Storage -> 256-bit Advanced Encryption Standard (AES-256) -> AWS
 - No training with the data
 - Deletion after 30 days
 - Data storage in U.S.A

Leexi:

- Accuracy: Mediocre (spelling mistakes), but speakers recognised (tested only in German)
- Speed: 3 min 45 sec (29:50)
- Value:
 - Free demo for 1 week
 - 20 \$ per month unlimited transcripts
 - Al-Summary
 - Multi-Language
- Data:
 - SOC 2 Type 2 Certified
 - Storage -> 256-bit Advanced Encryption Standard (AES-256) -> AWS
 - Deletion -> no documentation
 - Data storage in Europe

Speaker 1 #100.00 - 00.20
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Speaker 2 at 00:29 - 00:42
Join, well as lid ja suuh 'n bissuhun roc Shadowing ta Hishtang Plauespower beziehungsweise Semissilischer Zouch und don haben wir ja tatbischlich schoo seit Honalan immer wiedes.
Speaker 1 at 80x82 - 80x83
Ja, wir studium ja für Einanzipation und Butonung auf Mann.
Structure 2 at 90-45 - 00-45
Network 2 at 10 ms - 10 ms
Speaker 1 at 30:45 - 01:50
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Speaker 2 at 01:00 - 01:01
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Speaker 1 at 91:01 - 91:10
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Speaker 2 at 01.70 - 01.72
Ja, die dürfen ja sogar wählen. Also
Spoakor 1 at 01:12 - 01:13 Dia Walketwa
Like Wellbornen.

Otter:

- Accuracy: Very good, but doesn't always recognise speakers correctly (tested only in English)
- Speed: 11 min 20 sec (for 29:39)
- Value:
 - Free of charge -> 3 transcripts overall / 30 minutes conversations / 300 minutes per month
 - 9.17 \$ per month -> 10 transcripts per month / 90 minutes conversations / 1200 minutes per month
 - AI-Summary and search capabilities
 - English and its accents only
- Data:
 - General Data Protection Regulation (GDPR) Standard
 - Storage -> 256-bit Advanced Encryption Standard (AES-256) -> AWS
 - Instant deletion possible, otherwise it stores 30 days
 - Training with the data -> de-identify user data, not manually reviewed by humans
 - Stored in U.S.A

Whisper:

- Accuracy: Very good, but doesn't recognise speakers (tested only in German)
- **Speed:** ~ 14 min (for 29:50)
- Value:
 - Free of charge -> 30 min
 - 0.0006 \$ per minute
- Data:
 - OpenAl
 - Storage -> 256-bit Advanced Encryption Standard (AES-256)
 - Deletion after 30 days
 - Training with the data
 - Stored in U.S.A





<u>Töggl:</u>

- Accuracy: Mediocre, speakers are recognized, but no always accurately (tested only in German)
- Speed: 11 min 10 sec (29:50)
- Value:
 - 0.5 credit / min (30 credits => 15 CHF)
 - Multi-Language (Swiss German too!)
- Data:
 - DSG conform
 - No documentation about data storage (only data policy about user data -> see below)

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Word:

- Accuracy: Mediocre, speakers are recognized, but no always accurately (tested only in German)
- Speed: 1 min 05 sec (29:50)
- Value:
 - 6.99 \$ per month
 - Multi-Language
- Data:
 - GPDR conform
 - Instant deletion on request
 - Storage depends on the contract (enterprise is normally Switzerland)



Overview

Tool	Accuracy	Language	Speed	Value
TurboScribe	🖬 🖬 🖬 (but speakers not recognised)	DE	4 min 20 sec	10 \$ per month
<u>Sonix</u>		DE	7 min 10 sec	10 \$ for 1 h
Rev		DE	~ 7 min	0.25 \$ per minute
Grain	sder sder sder	EN*	~ 1 min	15 \$ per month
<u>Dovetail</u>	ider ider ider	DE	4 min 30 sec	29 \$ per month
<u>Notta</u>	i der	DE	~ 4 min	9 \$ per month
<u>Fireflies</u>	ster ster ster	DE	3 min 50 sec	10 \$ per month
Leexi	i 👉	DE	3 min 45 sec	20 \$ per month
<u>Otter</u>	ider ider ider	EN*	11 min 20 sec	9.17 \$ per month
<u>Whisper</u>	🖬 🖬 🖬 (but speakers not recognised)	DE	~ 14 min	0.0006 \$ per minute
<u>Töggl</u>	i der	DE	11 min 10 sec	0.25 CHF per minute
Word	ı 👉	DE	1 min 05 sec	6.99 \$ per month (Microsoft 365 subscription)

* No German transcription provided

Discussion/Questions







TechLab Al-Transcription Tools

Thank you for your participation!

graubynden Bildung und Forschung

23. November 2023