

REAL-TIME TRANSCRIPTION

DRIVING REAL BUSINESS VALUE



The value of RTT shows up when transcription is available during the call and connected to systems that can act on it. When that happens, it starts to influence handle time, workload, consistency, and compliance in ways that drive business value immediately.

In most environments without real-time transcription:

- Agents search for information while the customer is waiting
- Notes are written after the call, often inconsistently and with inaccuracies
- QA reviews a small sample of calls after the fact
- Call drivers are inferred rather than directly observed



What changes with real-time transcription

RTT converts the call into live data signals that can be used immediately.

That enables three things:

1. In-call assistance (guidance, knowledge surfacing)
2. Automation of documentation (summaries, case updates)
3. Real-time detection (compliance, sentiment, intent)

Where measurable impact typically shows up

HANDLE TIME AND RESOLUTION EFFICIENCY

5-15% ↓

Average Handle Time Decreases

5-10% ↑

First Call Resolution Increases

- Less time navigating systems
- Fewer pauses in conversation
- Fewer transfers or callbacks

AFTER-CALL WORK AND AGENT CAPACITY

This is often the most immediate and measurable gain.

20-40% ↓

After Call Work Decreases

10-25% ↑

Agent Capacity Increases

PERFORMANCE CONSISTENCY AND QA OUTCOMES

10-25% ↑

QA Scores Increase

10-20% ↓

Escalations Decrease

The primary driver is reduced variability between agents rather than improvement at the top end.

COMPLIANCE AND RISK REDUCTION

10-20% ↓

Compliance Violations Decrease

This metric depends heavily on industry, how well rules and triggers are defined, but the shift from reactive to real-time detection is consistent.

VISIBILITY INTO CALL DRIVERS AND REPEAT CONTACTS

5-15% ↓

Repeat Contact Rate

This typically comes from identifying and addressing root causes faster, rather than improving individual call handling.

AGENT ONBOARDING AND RAMP TIME

20-40% ↓

Time to Proficiency Decreases

15-30% ↓

Early-Stage Error Rates Decrease

New agents benefit from real-time guidance during calls rather than relying solely on training and memory. This reduces dependency on shadowing and accelerates the transition to full productivity.

ENABLING REAL-TIME AUTOMATION AND AI USE CASES

RTT is a prerequisite for most real-time AI use cases in voice environments.

It enables:

- Sentiment detection during the call
- Workflow triggers based on intent
- Agent copilots that respond to conversation context

10-20% ↓

Resolution Time Decreases When Workflows are Triggered Effectively

TRAINING AND IMPROVING AI SYSTEMS

Transcripts provide a continuous stream of real interaction signals that can be used to train and refine AI models.

It enables:

- More accurate intent detection
- Better response generation for copilots and bots
- Continuous improvement of automation over time

- Improved AI accuracy and relevance over time
- Reduced need for manual rule creation and tuning

The ranges above are consistent across implementations, but outcomes depend on factors such as integration depth (CRM, knowledge, workflows), real-time vs. post-call usage, transcription quality and latency, and operational alignment (QA, training, compliance). If RTT is only used for post-call analytics, most of these metrics will not significantly improve.

