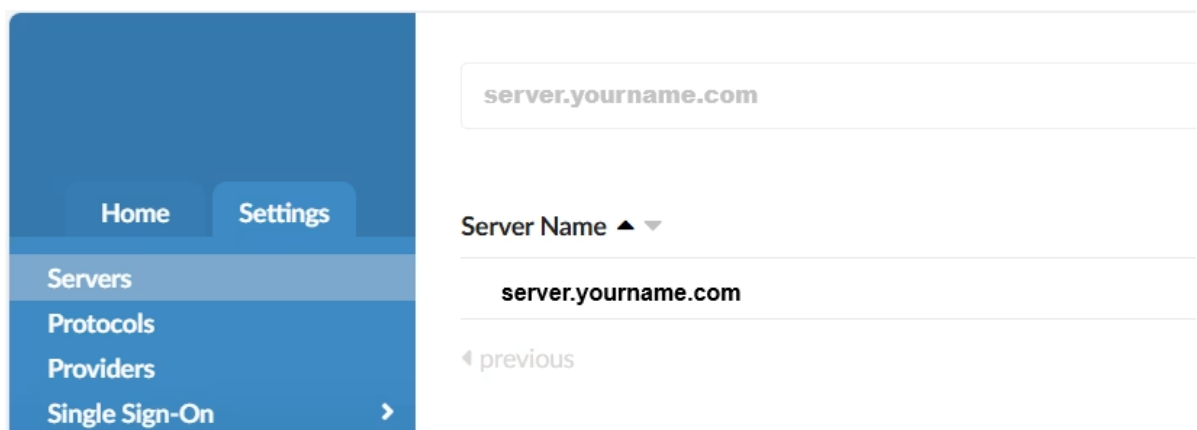


# Enabling Call Transcription

Call transcription is the conversion of a telephone call's audio track into written words to be stored as plain text in a conversational language.

## Enabling Call Transcription

1. Log into your portal.
2. Click the Settings tab
3. Click on Servers
4. Click on your server



5. On the right side of the screen move down to the Call Recording Transcription Section

The image shows a configuration form titled 'Call Recording Transcription'. It has a toggle for 'Disable Transcription On-Demand' set to 'No'. Below this are fields for 'Provider' (OpenAI), 'API Key' (with a green checkmark), 'Model' (whisper-1, with a green checkmark), and a 'Prompt' field.

1. Disable Transcription On-Demand

Yes: If set to YES, this option will remove the Request transcription button/function, which means that users will not be able to request a transcription of the recording if it is not transcribed yet.

No:

1. Yes to transcribe all calls
2. No to transcribe calls on demand