



Talkdesk AI Speech-to-text and available languages

(Last updated on October 2021)

Talkdesk AI enables contact centres spanning across multiple markets and geographies to support a **multilingual user base with a rich language and accent transcription capability**.

Talkdesk AI products use **speech-to-text technology (STT)** to transcribe everything said during voice interactions. Talkdesk AI products use two types of STT processing:

Batch transcription

Batch transcription uses the stored audio recording files and automatically starts the transcription process once the voice interaction has ended. This is available for a greater variety of languages.

Real-time transcription

Real-time transcription transcribes live customer calls as the conversation is ongoing, in real time rather than at the end of the call.

Different AI product features have different transcription needs. Below is a list of Talkdesk AI products and capabilities, and the transcription process required:

Product/Edition/Add-on Package	Included Product / Feature	Transcription Type	
		Batch	Real-time
Customer Experience Analytics	CX Sensors	✗	✓
Customer Experience Analytics	Voice call transcription	✓	✗
Customer Experience Analytics	QM Assist (AI & Automated QM)	✓	✗
CX Cloud Essentials	Voicemail Transcription	✓	✗
CX Cloud Essentials	Studio Speech to Text	✗	✓
Talkdesk for Salesforce Service Cloud	Voice Transcriptions	✗	✓
Agent Assistance	Voice call transcription	✗	✓
Virtual Agent	Voice call transcription	✗	✓



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IA - Interaction Analytics™ QM - QM Assist™ AA - Agent Assist™	Batch	Real-time
	IA + QM	IA (Sensors) + AA
Afrikaans	✓	
Arabic, Gulf	✓	
Arabic, Modern Standard	✓	
Chinese, Simplified	✓	✓
Chinese, Traditional	✓	
Danish	✓	
Dutch	✓	
English, Australian	✓	✓
English, British	✓	✓
English, Indian	✓	
English, Irish	✓	
English, New Zealand	✓	
English, Scottish	✓	
English, South African	✓	
English, US	✓	✓
English, Welsh	✓	
French	✓	✓
French, Canadian	✓	✓



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	IA + QM	IA (Sensors) + AA
Farsi	✓	
German	✓	✓
German, Swiss	✓	
Hebrew	✓	
Hindi, Indian	✓	
Indonesian	✓	
Italian	✓	✓
Japanese	✓	✓
Korean	✓	✓
Malay	✓	
Portuguese	✓	
Portuguese, Brazilian	✓	✓
Russian	✓	
Spanish	✓	
Spanish, US	✓	✓
Tamil	✓	
Telugu	✓	
Thai	✓	



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	Virtual Agent™	
	Text/Chat	Phone/Voice
Bengali (Preview)	✓	
Bengali - Bangladesh (Preview)	✓	
Bengali - India (Preview)	✓	
Chinese - Cantonese	✓	
Chinese - Simplified	✓	✓
Chinese - Traditional	✓	
Danish	✓	✓
Dutch	✓	✓
English	✓	✓
English - Australia	✓	✓
English - Canada	✓	✓
English - Great Britain	✓	✓
English - India	✓	✓
English - US	✓	✓
Filipino (Preview)	✓	
Filipino - The Philippines (Preview)	✓	
Finnish (Preview)	✓	



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	Virtual Agent™	
	Text/Chat	Phone/Voice
French	✓	✓
French - Canada	✓	✓
French - France	✓	✓
German	✓	✓
Hindi	✓	✓
Indonesian	✓	✓
Italian	✓	✓
Japanese	✓	✓
Korean	✓	✓
Malay (Preview)	✓	
Malay - Malaysia (Preview)	✓	
Marathi (Preview)	✓	
Marathi - India (Preview)	✓	
Norwegian	✓	✓
Polish	✓	✓
Portuguese - Brazil	✓	✓
Portuguese - Portugal	✓	✓



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	Virtual Agent™	
	Text/Chat	Phone/Voice
Romanian (Preview)	✓	
Romanian - Romania (Preview)	✓	
Russian	✓	✓
Sinhala (Preview)	✓	
Sinhala - Sri Lanka (Preview)	✓	
Spanish	✓	✓
Spanish - Latin America	✓	
Spanish - Spain	✓	✓
Swedish	✓	✓
Tamil (Preview)	✓	
Tamil - India (Preview)	✓	
Tamil - Sri Lanka (Preview)	✓	
Tamil - Malaysia (Preview)	✓	
Tamil - Singapore (Preview)	✓	
Telugu (Preview)	✓	
Telugu - India (Preview)	✓	
Thai	✓	



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	Virtual Agent™	
	Text/Chat	Phone/Voice
Turkish	✓	✓
Ukrainian	✓	✓
Vietnamese (Preview)	✓	
Vietnamese - Vietnam (Preview)	✓	