



# Talkdesk AI Premium speech-to-text (STT) - available languages

(Last updated on February 2022)

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.

### Standard STT

- Medium Word Accuracy Rate
- Batch STT
- Real-time STT only for English

### Premium STT

- High Word Accuracy Rate
- Real-time and batch STT
- 30 + languages available

Different AI product features have different transcription needs. Below is a list of Talkdesk AI products and capabilities that can use **Talkdesk AI Premium STT**, and the transcription process required:

Product/Edition/Add-on Package	Included Product / Feature	Transcription Type	
		Batch	Real-time
CX Sensors Premium add-on product	Real-time voice call transcription	✗	✓
Customer Experience Analytics Premium	Voice call transcription	✓	✗
Customer Experience Analytics Premium	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 Assist Premium	Voice call transcription	✗	✓
CX Cloud Essentials	Virtual Agent	✗	✓



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CXA - Customer Experience Analytics  
CXs - CX Sensors™  
IA - Interaction Analytics™  
QMA - QM Assist™  
AA - Agent Assist™

	Batch	Real-time
	CXA Premium (IA + QMA)	CXS Premium + AA Premium
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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CXS - CX Sensors™  
IA - Interaction Analytics™  
QMA - QM Assist™  
AA - Agent Assist™

	Batch	Real-time
	CXA Premium (IA + QMA)	CXS Premium + AA Premium
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)	✓	