



Speech Analytics Reporting Integration Transcript

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Introduction

Our system allows our clients to access call reports either through HTTP requests as shown below:



Obtaining call transcript via HTTP request

The Speech Analytics API allows you to receive speech transcribed text of a call for a given call id.

Option 1: Report URL's

Transcript can be accessed through the following URL using **POST** request:

<https://vxml5.delacon.com.au/rest/speechanalytic/transcript/{callid}>

Option 2: API Authentication

Alternatively, an API key can be used for authentication. This may be a more secure alternative than putting a user ID and password in a URL.

How to get your API Key:

1. Login to your Delacon account
Direct Link: <https://pla.delaconcorp.com/site/jsp/login.jsp>
2. Click on "API Key"
3. API Key page will show one value:-
 - a) AuthToken

If User Id and Password are not supplied, authentication can be done by putting API Key in HTTP Header, named "**Auth**"

Example API Key

```
Key:Auth=1_1XXXXXXXX/XX1XXXXXXXX+XX1X1XXXXXXXXXXXXXXXXXXXXXXXXXXXX11X1XX1XXXXXX  
XXX1XXX11XXXXXXXXXXXXXXXXXXXXXXXXXXXX/XXX+1XXXXXX1XXXX1XX1/1X1XX1XXX1XXXXX1  
XXXXX=
```

URL Parameters

The URL has the following input parameters:

Parameter Name	Description of data to be entered	Mandatory	Type/Length
userid	User ID	NO*	Alphanumeric string
userpwd	Password	NO*	Alphanumeric string
callid	Call Id of the call for which transcription is requested. It is a unique key that can be used to represent the call in Delacon server.	YES	Number format
reportoption	Format of the report	NO	Default is JSON, valid value is "xml"

Please note that the other parameters above can be sent to Delacon using a HTTPS POST request.

JSON Return results

This JSON array returning the results of the transcription request will include the following parameters for each call:

Parameter Name	Description of data
text	Speech transcribed text
speaker	Caller Number
start	Start time of the speech segment
end	End time of the speech segment

Sample JSON Transcript

Sample JSON showing the results of a transcription request for any call:

```
[
  {
    "text":"Good morning. From business X, Z speaking.",
    "speaker":"1",
    "start":5.5,
    "end":5.66
  },
  {
    "text":"Good morning. I would like to know about the product Y",
    "speaker":"2",
    "start":5.66,
    "end":8.68
  },
  .....
  .....
  {
    "text":"Bye",
    "speaker":"2",
    "start":433.9,
    "end":434.14
  }
]
```

XML Return results

Transcript can also be accessed by setting the parameter **reportoption** parameter.

XML report will have the same parameters as those set out above.

Sample of transcript in xml format:

Sample XML Transcript

Sample XML showing the results of a transcription request for any call:

```
<transcript>
  <Speech>
    <text>Good morning. From business X, Z speaking.</text>
    <speaker>1</speaker>
    <start>5.5</start>
    <end>5.66</end>
  </Speech>
  <Speech>
    <text>Good morning. I would like to know about the product Y</text>
    <speaker>2</speaker>
    <start>5.66</start>
    <end>8.68</end>
  </Speech>
  .....
  .....
  <Speech>
    <text>Bye</text>
    <speaker>2</speaker>
    <start>433.9</start>
    <end>434.14</end>
  </Speech>
</transcript>
```

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About Delacon

Delacon has extensive expertise in developing leading edge telecommunication technologies that help businesses stay ahead. Since the company's beginning in 1996, Delacon has been committed to developing products that help businesses improve their day to day operations and marketing ROI. Over the past few years the company's efforts have been focused on delivering a world class call tracking solution to support directory companies, digital media agencies, data driven marketing professionals, direct marketers, SME and enterprise businesses.