Speech to Text

Digital transformation is changing how customers interact with your organization. Conversational artificial intelligence is transforming our interactions and digital experience. To make sure that you gain a competitive edge in your digital services, Celebal Tech provides speech to text solutions that are powered by artificial intelligence and machine learning algorithms.

The Solution

Leveraging Microsoft Azure Cognitive Services for speech and language, we design customized speech to text services that can consume your industry specific data and provide an interactive interface. Our solution can be applied to multiple departments of your enterprise like sales, marketing, customer support and human resources.

Product Capabilities

Speech to text in a conversational AI automates repetitive tasks and provides an intuitive and engaging experience. Your customers and employees can conduct seamless conversations in natural language with our tailored voice assistant interface that has both speech to text and text to speech capabilities. With minimal human intervention in this process, your employees can focus on higher-value work and not routine, manual tasks.

Our solution can connect with most of the popular enterprise applications and work on multiple channels easily to provide a single platform for all organizational requests and queries. With a multilingual interface, our speech to text solution offers a convenient method for communication along with a self-learning natural language processing engine.

Improved Customer Experience

24X7 Availability

Cost Effective

Reduced Manual Effort

Enhanced Brand Experience

Empower Customer Self-Service

Customer Stories

Leading Real Estate Developer in India

We designed a digital voice assistant using Microsoft Bot Framework and Cognitive Services that provided 24x7 customer service when engaging with the real-estate developer. With voice commands, they could easily access any company-related information reducing the turnaround time from hours to minutes.
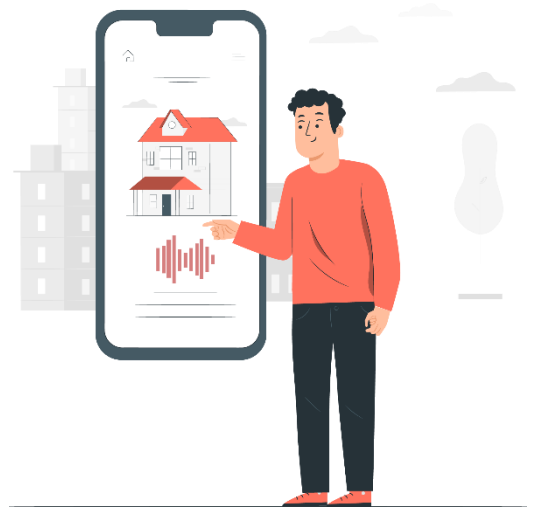
Largest Marketplace for Intracity logistics in India

We designed an AI voice assistant leveraging Microsoft Speech Cognitive Services that enabled drivers to access crucial information on the go, without hindering their work. With this intuitive application, the customers could also place orders, query payment status, FAQs, etc., enhancing their customer experience.