

## Chapter 12 Introduction to Amazon Transcribe- An Automatic Speech Recognition Service

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### Abstract

Cloud Computing is an emerging technology which provides on-demand services to the cloud users with an inexpensive, reliable, flexible, secure and user-friendly way. Amazon Web Services (AWS) is one of the leading service provider which offers different category of services. AWS Transcribe is a demanding service supported by AWS as our reading speed is much faster than listening speed, reading the transcription saves more time than listening to audio with similar content.

### 1. Introduction

Amazon Transcribe is an automatic speech recognition (ASR) service that makes it easy for developers to add speech-to-text capability to applications. This enabled users to pass a live audio stream to our service and, in return, receive text transcripts in real time. Web Socket support makes streaming speech-to-text through Amazon Transcribe more accessible to a wider user base, especially for those who want to build browser or mobile-based applications. Amazon Transcribe makes it easy for developers to add speech to text capabilities to their applications. Audio data is virtually impossible for computers to search and analyze. Therefore, recorded speech needs to be converted to text before it can be used in applications. Historically, customers had to work with transcription providers that required them to sign expensive contracts and were hard to integrate into their technology stacks to accomplish this task. Many of these providers use outdated technology that does not adapt well to different scenarios, like low-fidelity phone audio common in contact centres, which results in poor accuracy.