

CLAIMS:

1. A method of generating and transmitting a transcript of a verbal communication, the method comprising:

creating a recording of at least one speaker participating in the verbal communication;

processing the recording through a parsing process in which an audio stream is analysed to produce a speaker record automatically identifying one or more portions of the audio stream that correspond to at least one known speaker profile;

processing the recording through a transcription process in which the recording is transcribed into one or more text segments to create a communications transcript representative of the verbal communication;

assigning one or more segments of the communications transcript to the at least one speaker based on the speaker record;

generating a final communications transcript by inserting into the communications transcript, based on the at least one known speaker profile, information identifying the at least one speaker; and

presenting to a user a copy of the final communications transcript.

2. The method according to claim 1, wherein the step of creating a recording involves creating a continuous audio recording of the verbal communication.

3. The method according to claim 2, wherein the continuous audio recording is stored for one or more of:

an analysis or processing step; and

transmission to a user and/or a party to the verbal communication.

4. The method according to claim 1, wherein the verbal communication relates to a multi-party communication and the step of processing the recording through a parsing process includes the steps of:

segmenting the audio stream into one or more individualised speaker segments; and

grouping the one or more individualised speaker segments based on common speaker elements.

5. The method according to claim 4, wherein the step of segmenting the audio stream further includes the step of identifying speaker change points in the audio stream.

6. The method according to claim 5, wherein the step of identifying speaker change points includes one or more of:

identifying gaps, in the audio stream, between speakers involved in the multi-party communication; and

referencing the at least one known speaker profile to identify the one or more portions of the audio stream that correspond to a speaker matching the at least one known speaker profile.

7. The method according to claim 1, wherein in the step of processing the recording through a transcription process includes the further step of generating the text segments via automated speech recognition.

8. The method according to claim 1, wherein the step of assigning one or more segments of the communications transcript includes the steps of:

aligning the speaker record with the communication transcript based on audio and/or textual cues; and

allocating the information identifying the at least one speaker to each of the one or more text segments based on the at least one known speaker profile.

9. The method according to claim 1, wherein the information identifying the at least one speaker may comprise one or more of:

first and/or second name of an individual speaker;

profession of an individual speaker;

company information;

contact information of an individual speaker;

location information;

date and/or time stamp information; and

an unknown speaker marker where the identity of an individual speaker is unknown from the at least one known speaker profile.

10. The method according to claim 1, wherein the step of processing the recording through a parsing process and the step of processing the recording through a transcription process occur substantially simultaneously.

11. Software that when installed on a mobile communication device causes the mobile communication device to perform the method of claim 1.

12. An Application Programming Interface that when installed on a computer or a mobile communication device as part of a user application causes the computer or mobile communication device to perform the method of claim 1.

13. A computer-implemented system of generating and transmitting a transcript of a verbal communication, the system comprising:

a recording device for recording at least one speaker participating in the verbal communication; and

a processing system configured to perform the method of claim 1, wherein the processing system is a server processing system.

14. A computer-implemented system of generating and transmitting a transcript of a verbal communication, the system comprising:

a computer server accessible through a communications network, the computer server arranged to receive information about the verbal communication through the communications network;

a processor, communicatively coupled to the computer server, to one or more display devices for displaying information, and to one or more input devices for receiving input from a user, the processor being configured to:

create, via a recording device, a recording of at least one speaker participating in the verbal communication;

process the recording through a parsing process in which an audio stream is analysed to produce a speaker record automatically identifying one or more portions of the audio stream that correspond to at least one known speaker profile;

process the recording through a transcription process in which the recording is transcribed into one or more text segments to create a communications transcript representative of the verbal communication;

assign one or more segments of the communications transcript to the at least one speaker based on the speaker record;

generate a final communications transcript by inserting into the communications transcript, based on the at least one known speaker profile, information identifying the at least one speaker; and

present to a user, via the communications network, a copy of the final communications transcript.

15. The computer-implemented system according to claim 14, wherein in the step of creating a recording of a plurality of speakers, the processor is further configured to create a continuous audio recording of the verbal communication.

16. The computer-implemented system according to claim 15, wherein the continuous audio recording is stored for one or more of:

an analysis or processing step by the processor; and

transmission, via the communications network, to a user and/or a party to the verbal communication.

17. The computer-implemented system according to claim 14, wherein the verbal communication relates to a multi-party communication and the step of processing the recording through a parsing process, the processor is further configured to:

segment the audio stream into one or more individualised speaker segments; and

group the one or more individualised speaker segments based on common speaker elements.

18. The computer-implemented system according to claim 17, wherein the processor is further configured to identify speaker change points in the audio stream.

19. The computer-implemented system according to claim 18, wherein identifying speaker change points includes one or more of:

identifying gaps, in the audio stream, between speakers involved in the multi-party communication; and

referencing the at least one known speaker profile to identify the one or more portions of the audio stream that correspond to a speaker matching the at least one known speaker profile.

20. The computer-implemented system according to claim 14, wherein in the step of processing the recording through a transcription process, the processor is further configured to generate the text segments via automated speech recognition.

21. The computer-implemented system according to claim 14, wherein the step of assigning one or more segments of the communications transcript includes the steps of:

aligning the speaker record with the communication transcript based on audio and/or textual cues; and

automatically allocating the identity of individual speakers to each of the one or more text segments based on the at least one known speaker profile.

22. The computer-implemented system according to claim 14, wherein the information identifying the at least one speaker may comprise one or more of:

first and/or second name of an individual speaker;

profession of an individual speaker;

company information;

location information;

contact information of an individual speaker;

date and timestamp information; and

an unknown speaker marker where the identity of the individual speaker is unknown from the at least one known speaker profile.

23. The computer-implemented system according to claim 14, wherein prior to the step of presenting to a user a copy of the final communications transcript, the processor is further configured to:

encrypt the final communications transcript and/or the continuous audio recording;
and

transmit, via the communications network, the encrypted final communications transcript and/or the encrypted continuous audio recording to a user and/or a party to the verbal communication.

24. A computer-implemented method as performed by a mobile application installed on a mobile communication device to facilitate generating and transmitting a transcript of a verbal communication, the method comprising:

creating, via a recording device, a recording of at least one speaker participating in the verbal communication;

processing the recording through a parsing process in which an audio stream is analysed to produce a speaker record automatically identifying one or more portions of the audio stream that correspond to at least one known speaker profile;

processing the recording through a transcription process in which the recording is transcribed into one or more text segments to create a communications transcript representative of the verbal communication;

assigning one or more segments of the communications transcript to the at least one speaker based on the speaker record;

generating a final communications transcript by inserting into the communications transcript, based on the at least one known speaker profile, information identifying the at least one speaker; and

presenting to a user, via the communications network, a copy of the final communications transcript.

25. The computer-implemented method according to claim 24, wherein the communication device comprises a display device to facilitate presentation of the copy of the final communications transcript via the mobile application.

26. Software that when installed on a mobile communication device causes the mobile communication device to perform the method of claim 24.

27. An Application Programming Interface that when installed on a mobile communication device as part of a user application causes the mobile communication device to perform the method of claim 24.

28. A mobile communication device comprising:

a recording device, preferably located within the mobile communications device operated by a user;

a program memory to store a user application installed on the mobile communication device;

a data port to facilitate communication with an application server via a communications network; and

a processor to

create, via the recording device, a recording of at least one speaker participating in the verbal communication;

process the recording through a parsing process in which an audio stream is analysed to produce a speaker record identifying one or more portions of the audio stream that correspond to at least one known speaker profile;

process the recording through a transcription process in which the recording is transcribed into one or more text segments to create a communications transcript representative of the verbal communication;

assign one or more segments of the communications transcript to the at least one speaker based on the speaker record;

generate a final communications transcript by inserting into the communications transcript, based on the at least one known speaker profile, information identifying the at least one speaker; and

present to a user, via the communications network, a copy of the final communications transcript.

29. The mobile communication device of claim 28, further comprising a display device and an input device to facilitate interaction by the user with the user application.