Abstract

A common method of data exchange is speech. Keeping track of every word exchanged through verbal means is difficult. Mostly, verbal communication is carried out through voice calls. For keeping tab of information exchanged, calls can be converted to text. These text files can be classified according to the content of the document. Also, unwanted call recordings have to be eliminated. This research contains the various methods required to implement call transcription and text classification. More than 50 papers were reviewed regarding the sections, call recording, transcription and ordering of text documents.

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Keywords

Call recording; speech to text; classification; feature extraction; HMM; Baye’s classifier