

Voice · AI Transcription

Every call transcribed. Every word searchable.

Capture every call as a real-time transcript, with an AI summary of decisions and actions. Voicemails are transcribed too, and your call history becomes searchable inside the Yeastar app.

Real-time

read the conversation as it happens

AI summaries

key topics, decisions and actions

Voicemail text

triage messages by reading

Searchable

find any phrase across the call log

Who it's for

- Sales teams capturing call context and coaching reps
- Customer service and complaints teams needing an audit trail
- Knowledge-driven and accessibility-conscious organisations
- Yeastar P-Series cloud and software edition customers

An operational aid. Review transcripts for material decisions. For regulated retention, pair it with Compliance Recording.

During, after and between calls

During the call

Live transcription

Real-time transcription inside the Yeastar app, so context is captured instead of rushed notes.

[Real-time transcription](#) · [Speaker identification \(internal vs external\)](#) · [Multi-language support](#)

After the call

Summaries and search

A post-call AI summary of decisions and actions, with your whole call history searchable.

[Post-call AI summary](#) · [Key topics and actions](#) · [Fully searchable transcript archive](#)

Voicemail

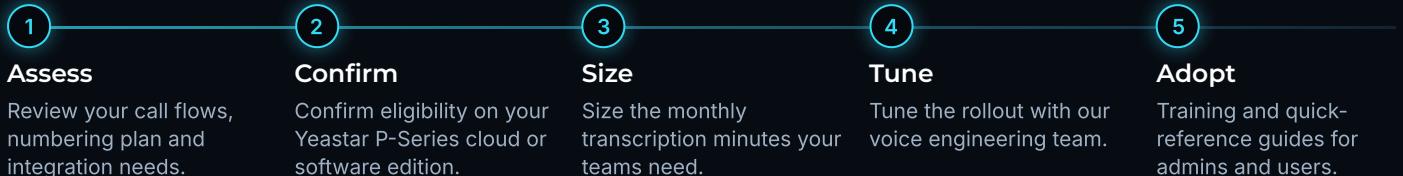
Voicemail-to-text

Every voicemail is auto-transcribed alongside the audio, so your team can triage by reading.

[Voicemail-to-text on every voicemail](#) · [Built into the PBX, no extra app for users](#)

Optional add-ons: Compliance Recording for regulated retention, Clarity Call Analytics on the same call log, FirstNet SIP Trunks with backup and Truecaller Verified Business Caller ID.

What FirstNet does for you



Why FirstNet

- ✓ **Built into your PBX.** Transcription runs inside the Yeastar app, with no extra app for users.
- ✓ **Context that lasts.** Decisions and actions are captured before they disappear when the call ends.
- ✓ **One provider** for minutes, SIP, deployment, porting and support, on FirstNet's carrier-grade voice network.
- ✓ **Owned end to end.** We deliver it. We support it. We own the outcome.

Getting started

- 1 Scope.** Contact FirstNet to scope your deployment and confirm Yeastar eligibility.
- 2 Size and tune.** Our voice engineering team sizes transcription minutes and tunes the rollout.
- 3 Go live.** Transcripts, summaries and voicemail-to-text appear in the Yeastar app.

Talk to us: AI Transcription runs on your Yeastar P-Series cloud or software edition. Contact FirstNet to scope your deployment.

Let's elevate your conversations.

Book an AI Transcription scoping session with your FirstNet account team.

firstnet.co.za →

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Features, language support, availability and outcomes depend on Yeastar edition eligibility, solution design, scope and the signed customer agreement. Transcripts are an operational aid and not a substitute for regulated compliance recording. Customers remain responsible for their own POPIA obligations. Yeastar is a trademark of its owner. All other names belong to their respective owners.