FIELD GUIDE / AI EVALUATION

Evaluate AI transcription on the work it helps you do

A transcript is useful when it helps a reviewer find and understand the right information. Evaluate AI with representative communications and specific tasks, then verify critical details against the source.

01 Choose representative examples

An evaluation should reflect the conditions your agency encounters. Use authorized recordings through an agreed handling process. Select examples that expose the strengths and limits relevant to your work rather than choosing only clear, easy audio.

- Phone and radio conditions relevant to the proposed configuration.
- Background noise, overlapping speech, and variable audio quality.
- Local terminology and different speakers.
- Clear examples as well as examples that require careful interpretation.

02 Define the task before reading the output

Choose a question the reviewer needs to answer. Finding a location clarification, identifying a review topic, or understanding the outline of an interaction are different tasks. A transcript can support one task well while still requiring substantial verification for another.

- What does the reviewer need to find?
- What starting information will they have?
- Which errors would change the interpretation?
- What evidence establishes that the task was completed correctly?

03 Compare the output with the source

Review the transcript and summary against the original audio. Look closely at details that affect meaning. A fluent summary can still omit context or make a detail appear more certain than it is.

- Names, locations, numbers, and other consequential details.
- Whether the output preserves uncertainty and corrections.
- Statements attributed to the correct speaker where that feature is provided.
- Important omissions or unsupported conclusions.

04 Evaluate the complete review workflow

A model output is one part of the work. Ask how the user searches, moves into the audio, documents a finding, and returns to it later. Record the manual steps and the configuration required for the demonstrated workflow.

- Search task and whether the relevant communication is found.
- Access to the original audio and surrounding context.
- How tags or other organization help later retrieval.
- Reviewer time and task accuracy using a consistent comparison.

05 Make a bounded adoption decision

Decide which tasks the capability supports and what review remains necessary. Document the tested conditions, observed limits, and responsibilities for ongoing evaluation. Expand use based on evidence from the actual workflow.

- Supported use cases and recording sources.
- Verification requirements for consequential details.
- Known limits and questions still open.
- A follow-up review after use in the intended environment.

PUT THE GUIDE TO WORK

Use this guide to shape your agency’s evaluation and working discussions. Confirm product availability and supported configurations with Equature.

Communications Intelligence >

Communications Recording >