

aws marketplace

Deepgram

# Reviews, tips, and advice from real users



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# Contents

- Product Recap..... 3 - 4
- Valuable Features..... 5 - 11
- Other Solutions Considered..... 12 - 14
- ROI..... 15 - 16
- Use Case..... 17 - 20
- Setup..... 21 - 24
- Customer Service and Support..... 25 - 27
- Other Advice..... 28 - 31
- Trends..... 32 - 33
- About PeerSpot..... 34 - 35

# Product Recap



Deepgram

# Deepgram Recap

Deepgram stands out for its speed in transcribing videos and speech to text, leveraging cutting-edge models like Whisper and Nova for exceptional performance and accuracy. Its latency is remarkably low, enabling swift transcription that users find superior to alternatives.

Deepgram provides an efficient solution for transforming video and audio content into text, benefiting from its advanced ability to recognize industry-specific terminology. Users experience faster results compared to IBM Watson and OpenAI's Whisper model, with low latency contributing to its appeal. However, challenges in speaker recognition and language support remain areas for improvement. Additionally, stronger spelling and grammar accuracy could enhance its performance. Some seek expanded multi-language capabilities and improved manageability during testing phases, noting its slightly less accuracy compared to other tools.

## What are Deepgram's most notable features?

- **Rapid Transcription:** Utilizes cutting-edge models for quick speech-to-text conversion.
- **Industry Terminology Recognition:** Excels in comprehending specific jargon and abbreviations.
- **Low Latency:** Offers transcription with minimal delay, approximately 0.5 to 1 second.
- **Model Integration:** Employs Whisper model combined with Nova for high accuracy.

## What benefits should users look for when evaluating Deepgram?

- **High Speed:** Significant improvement in processing time over competitors.
- **Performance Satisfaction:** Users appreciate faster and more fluid transcription.
- **Textual Accuracy:** Enhancements can lead to more reliable outputs in transcripts.
- **Streamlined Processes:** Features like punctuation and Smart Format boost efficiency.

Deepgram is widely implemented across industries for transcribing speech to text, often used by organizations for generating machine transcripts of legal proceedings and other vital communications. Teams deploy it on local systems to convert videos and phone calls, integrating speech recognition seamlessly into applications.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “The best thing with Deepgram is they are continually evolving and doing a lot of market research, and they take feedback seriously.”



**Arunkumar HG**

Technology Architect & Hands-On Leader | Prototyping, Automation, AI/LLM Integration | 20+ Years in at Regalix

- ✓ “Deepgram's low latency transcription has greatly impacted my ability to deliver reliable voice agents and provided very good transcription.”



**Oliver Spitzkat**

Software Engineer at BIFROTEK

- ✓ “The most valuable capabilities of Deepgram that I've found so far include low latency, as it offers less than 200 milliseconds, which is not provided by any other text-to-speech models.”



**Naveen Chowdary**

AI Applied Engineer at Flexon Technologies Talent360.ai

- ✔ “We have tracked a reduction of around 70% in the support cost and direct human interaction for support.”



**Mihir Jadhav**

Software Engineer at Futurescape Technologies

- ✔ “Deepgram's transcription stands out compared to other solutions primarily due to its speed and accuracy; those are important points for me because not all providers or tools handled Spanish well, but Deepgram adjusted perfectly for that use case, and we also chose 11Labs voice, a South American voice, which worked very well with Deepgram.”



**Verified user**

Co-founder at a tech services company with 1-10 employees

- ✔ “The best features of Deepgram for me are the level of transcription accuracy it provides and the amount of time it saves.”



**Konjengbam Mitindra Singh**

Business Development Representative at an educational organization with 201-500 employees

- ✔ “The recognition of industry-specific terminology phrases and abbreviations is really important for us. We were able to get a good level of industry specificity with Deepgram.”



**Ariel Lindenfeld**

VP Product at PeerSpot

### What users had to say about valuable features:

“Deepgram offers a complete all-in-one platform to create voice-based AI agents for production-ready use cases. What I appreciate most about having an all-in-one platform for our use case is that it offers everything, so latency is very low and it is very seamless to use. The all-in-one platform comes with a studio, a playground to test, and proper documentation and tutorials..”

**Mihir Jadhav**

Software Engineer at Futurescape Technologies

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“The most valuable capabilities of Deepgram that I've found so far include low latency, as it offers less than 200 milliseconds, which is not provided by any other text-to-speech models. The variety of voices is also good compared to others.

The positive impact and benefits I've seen from working with Deepgram include the very human-like and realistic quality of the voices. Deepgram's low latency has significantly improved our organization's customer service, as, to the best of my knowledge, it offers a very low latency compared to all text-to-speech providers, which I appreciate..”

**Naveen Chowdary**

AI Applied Engineer at Flexon Technologies Talent360.ai

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“The best features of Deepgram for me are the level of transcription accuracy it provides and the amount of time it saves. While editing audios for content creation, I need specific audios to connect with clients, customers, or prospective customers. Deepgram helps tremendously in making customization of those audios.

“I normally use Deepgram with masculine and feminine voices according to my needs, and by changing the accents and characteristics. This helps a lot with my work.

“Deepgram assists my team significantly by improving efficiency and productivity..”

**Konjengbam Mitindra Singh**

Business Development Representative at a educational organization with 201-500 employees


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“The most important feature of Deepgram for me is the transcription service, along with the reliability of the service. If you integrate a service and it does not respond or has delays, if it's not reliable, it doesn't matter if it's high quality; it has to work every day so that my customers are always happy and not offended because nothing is working at times.

“Deepgram's low latency transcription has greatly impacted my ability to deliver reliable voice agents and provided very good transcription. I showcased this on my website, allowing someone to call and have real-time transcription displayed, which was very beneficial. I didn't find a good service a year ago that could perform this, and without Deepgram, I probably wouldn't have sold any AI automation services..”

**Oliver Spitzkat**

Software Engineer at BIFROTEK

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“The best features Deepgram offers for me include mainly the transcription option, which I think is the robust solution among other providers since Deepgram does the job quite well.

“Deepgram's transcription stands out compared to other solutions primarily due to its speed and accuracy; those are important points for me because not all providers or tools handled Spanish well, but Deepgram adjusted perfectly for that use case, and we also chose 11Labs voice, a South American voice, which worked very well with Deepgram.

“Deepgram has positively impacted my organization by achieving our desired results, which is very good from the overall technology perspective, saving a lot of time for the support team since the voice agent replaced the human agents managing the calls, thus improving response time and reducing the time dedicated by those human agents..”

**Verified user**

Co-founder at a tech services company with 1-10 employees

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“Of course. Based on my review, here are the features I've found most valuable:

- **Continuous Innovation and Responsiveness:** I find it incredibly valuable that Deepgram is not a static product. They are constantly evolving and genuinely listen to user feedback. The evolution from their Nova models to the new Flux model, which was specifically designed to solve end-of-speech detection for conversational AI, is a perfect example. It shows they are committed to solving real-world problems for their users.
- **High Accuracy and Reliability:** For my voice bot solutions, accuracy is non-negotiable. The models are remarkably accurate, performing at 90-92% efficiency even with challenging conditions like background noise and a wide range of international accents. Furthermore, the service has been incredibly stable; in my four years of using it, we've never experienced downtime.
- **Excellent Configurability and Ease of Integration:** Deepgram offers a level of granular control that allows me to fine-tune the STT engine's behavior, which is a significant advantage over competitors. This flexibility, combined with straightforward integration, extensive documentation, and robust code examples, allows my team to be highly efficient.
- **Cost-Effectiveness and Scalability:** The pay-as-you-go pricing model is both affordable and transparent. It provides a significant return on investment because it satisfies all our primary requirements—technical accuracy, ease of integration, and low implementation cost—within a scalable and predictable financial model.
- **Outstanding Customer Support:** The support team is brilliant and always ready to assist. Having access to official support channels, active community forums, and frequent webinars ensures that we are never without resources, which is crucial for a business-critical application.

**Arunkumar HG**

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Technology Architect & Hands-On Leader | Prototyping, Automation, AI/LLM Integration | 20+ Years in at Regalix

# Other Solutions Considered

“Before choosing Deepgram, we evaluated Google AI Studio and ElevenLabs. We have used ElevenLabs but chose to stick with Deepgram. We also considered Vapi..”

**Mihir Jadhav**

Software Engineer at Futurescape Technologies


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“For those with basic needs of converting voice to text or transcription tools, Deepgram is a viable option. If you are looking for very specialized needs, then I think Deepgram needs to improve in that area..”

**Konjengbam Mitindra Singh**

Business Development Representative at a educational organization with 201-500 employees

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“We did not evaluate other options or vendors before choosing Deepgram. The factors we considered before choosing Deepgram included the lower error rate compared to other available providers and the very low latency of around 200 milliseconds, which is significantly less than other models in the industry at that time..”

**Naveen Chowdary**

AI Applied Engineer at Flexon Technologies Talent360.ai

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“We used ElevenLabs before Deepgram, but ElevenLabs is more expensive than Deepgram, which is why we switched. Additionally, the latency is higher for ElevenLabs, and Deepgram offers lower latency with the same quality..”

**Mihir Jadhav**

Software Engineer at Futurescape Technologies

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“I started with Vapi AI, which introduced me to Deepgram. Now I have a private account there for other solutions than Vapi. Initially, Deepgram was the only reliable service for my needs, which is why I have always used it and never switched. I stick with Deepgram because it consistently works; I have no reason to test something else that might not be as effective..”

**Oliver Spitzkat**

Software Engineer at BIFROTEK

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“Yes, I did. Initially, I used **AssemblyAI** in parallel with Deepgram while evaluating the best solution for our needs.

I made the switch to using Deepgram exclusively because of its superior **configurability**. While AssemblyAI is a solid product, I found that Deepgram provides a much deeper, more granular level of control. It allows me to fine-tune the behavior of the STT engine down to a micro-level, which is critical for optimizing the performance and accuracy of our voice bots. That ability to precisely tailor the service to our specific use case is why Deepgram ultimately stood out as the better choice for us..”

**Arunkumar HG**

Technology Architect & Hands-On Leader | Prototyping, Automation,  
AI/LLM Integration | 20+ Years in at Regalix

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# ROI

Real user quotes about their ROI:

“We haven't seen a return on investment with Deepgram so far; we have been building POCs for the last two years but recently switched to AWS in the last two months due to scalability issues with the pay-as-you-go model..”

**Naveen Chowdary**

AI Applied Engineer at Flexon Technologies Talent360.ai

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“The ROI has been excellent. The cost is night and day compared to the cost of human transcription. We're spending maybe a tenth of the cost we would if we were still doing manual transcriptions. .”

**Ariel Lindenfeld**

VP Product at PeerSpot

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“I've seen a return on investment with Deepgram. Last week, I sold an agent for 2,500 and included Deepgram in the configuration. The customer had tested different solutions and found them inadequate. I hosted a demo service for my agent using Deepgram, and the customer tested it through a link on my landing page. He stated that the performance was significantly higher than elsewhere, and he found it suitable for his needs. Deepgram is part of it, contributing to my revenue..”

**Oliver Spitzkat**

Software Engineer at BIFROTEK

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“Our return on investment (ROI) with Deepgram has been excellent, although I don't track it as a specific percentage. The value comes from several key areas:

- 1. Low Implementation Cost:** The solution is very developer-friendly with great documentation, which allowed our in-house team to integrate it quickly without needing to hire external vendors. This significantly reduced our initial investment.
- 2. Cost-Effective Operational Model:** The pay-as-you-go pricing is transparent and affordable. It scales directly with our usage, which means our costs are always aligned with our business volume, preventing large, unnecessary expenses.
- 3. High-Value Enabler:** The primary ROI comes from the fact that Deepgram's high accuracy and reliability are the foundation of our voice bot service. It enables us to deliver a high-quality product to our clients, which in turn generates our revenue. The investment in Deepgram directly translates to our ability to operate and grow our business.

In short, the ROI is demonstrated by low initial costs, predictable operational expenses, and the high quality of the core technology that powers our entire service offering..”

**Arunkumar HG**

Technology Architect & Hands-On Leader | Prototyping, Automation, AI/LLM Integration | 20+ Years in at Regalix  
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# Use Case

“My main purpose for Deepgram was to convert meeting voices to text very easily, and the other purpose was for content creation. I mostly use Deepgram for those two purposes..”

**Konjengbam Mitindra Singh**

Business Development Representative at a educational organization with 201-500 employees

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“My main use case for Deepgram is creating voice agents to automate the customer support part and reply to FAQs and customer queries. Deepgram has multiple models, speech to text and text to speech models, which we create workflows on. We also use it for personalized voice agents..”

**Mihir Jadhav**

Software Engineer at Futurescape Technologies

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“We are currently using Deepgram for text-to-speech, specifically the Nova model. Our usual use cases of Deepgram involve text-to-speech, primarily focusing on building speech-to-speech interactive AI chatbots..”

**Naveen Chowdary**

AI Applied Engineer at Flexon Technologies Talent360.ai

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“For the last two years, our primary use case for Deepgram has been to power sophisticated, AI-driven voice bots for major US clients.

The technical workflow is as follows:

1. A client initiates a call to a Twilio number.
2. Our system captures the audio and streams it in real-time to Deepgram's Speech-to-Text service.
3. Deepgram transcribes the speech into text with high accuracy.
4. This text is then passed to a Large Language Model (LLM) to analyze and determine the user's intent.
5. Based on the identified intent, we trigger the appropriate backend functions to generate a relevant response.
6. Finally, we use a Text-to-Speech (TTS) engine, such as ElevenLabs, to convert the response back into audio and play it for the user.

The entire process is built upon the speed and reliability of Deepgram's transcription. Our environment is deployed on the Public Cloud, specifically using Amazon Web Services (AWS)..”

**Arunkumar HG**

Technology Architect & Hands-On Leader | Prototyping, Automation, AI/LLM Integration | 20+ Years in at Regalix

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“I use Deepgram for a company that requested me to implement an AI voice agent for a security application that warns other neighbors of near alerts of some incidents that may occur in their neighborhoods.

“I implemented this in January 2025, using Deepgram as a transcriber for those conversations for three months, and I love the technology because it transcribes very well all the conversations, making the implementation relatively easy.

“My main use case for Deepgram is just for transcribing, and since this company is a Spanish company, I got deep into some use cases and settings configurations to adjust those transcriptions that include both Spanish and English words.

“Deepgram handled one of these bilingual conversations by adjusting some settings, such as the name of the company being in English while the conversation was in Spanish, so we needed to configure it to transcribe accurately because Vapi utilized that transcription for the LLM agent to speech those words through an agent voice. Regarding my experience with those bilingual transcriptions, I think the transcriptions were quite precise, and while there is room for improvement, the results met expectations, making Deepgram a good fit for that work..”

**Verified user**

Co-founder at a tech services company with 1-10 employees

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“I'm a reseller and consultant, and I mainly use Deepgram as an AI voice integration service.

“When I use Vapi AI to implement voice AI call solutions, the understanding of German in Nova 2 feels more reliable than the last version. This observation was from approximately two months ago when I used it.

“I use Deepgram for voice integration when I have a customer getting voice calls, implementing solutions with AI. I use it for calling agents, cold calling agents, and mostly for speech to text. I always use it to transcribe the voice to LLM text streams. I also used it for a platform with web integration, allowing customers to schedule calls with AI coaches on different topics, where I did the transcription with Deepgram API integration into LiveKit so the system could understand what the customer is saying.

“I started with Vapi AI, which introduced me to Deepgram. Now I have a private account there for other solutions than Vapi. Initially, Deepgram was the only reliable service for my needs, which is why I have always used it and never switched. I stick with Deepgram because it consistently works; I have no reason to test something else that might not be as effective..”

**Oliver Spitzkat**

Software Engineer at BIFROTEK

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# Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The initial setup isn't any different from any other speech-to-text solution out there. My understanding is that it wouldn't be extremely difficult.

It was implemented by one of our developers in-house and I was involved as well. The Deepgram team was very supportive. It depends on the use case, however, in our case, it doesn't require a big team to set up or manage. .”

**Ariel Lindenfeld**

VP Product at PeerSpot

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“The setup could be easier, as everything is moving towards no-code solutions. You can configure everything properly on the dashboard and get a JSON file with the structured output to insert into other programs. If there were a way to configure special words for the API more readily, that would be helpful.

“The initial setup needs to be optimized to be more intuitive..”

**Oliver Spitzkat**

Software Engineer at BIFROTEK

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“Thanks to clear documentation, the initial setup was very easy. If you have prerequisite knowledge of the programming language you're using, it's straightforward to follow the documentation and implement it into your system. When I started, I closely followed the documentation, which made the process very manageable.

**Deployment model:** We last deployed it on the Google Cloud Platform (GCP)..”

**Umar Ijaz**

Back End Developer at AskHumans

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“If I consider and compare the other engines I have used with Deepgram, I would say that the ease of installation is one of the strong points of the product. Compared to all other engines, the installation of Deepgram has been simpler and far more stable. It just gets updated, and it runs properly. The good thing is that the tool is modular. In the tool, the modules and the engine itself are separate objects. If you want to update only the module, then there is no need to redeploy anything since most other engines that we have in our company are on an on-premises model.

The solution is deployed on on-premises and cloud environments. It is deployed in the private section of our company's cloud. We aren't using the API and prefer to use our own deployment..”

**Boris Morozov**

AWS | Back-End Team Lead at eScribers, LLC

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“The initial setup was very straightforward.

It was a simple "Do-It-Yourself" (DIY) process that our in-house team handled entirely on our own, without needing to involve any external vendors. The primary reasons it was so easy were the extensive resources Deepgram provides:

- **Excellent Documentation:** The documentation is clear, comprehensive, and easy to follow.
- **Rich Code Samples:** They have robust GitHub repositories filled with plenty of examples and code samples in multiple languages, including Python, Java, and JavaScript. This made integration into our existing systems much faster.
- **Strong Community and Support:** The availability of an active support community meant that if we had any questions, resources were readily available.

These factors combined made the implementation and integration process smooth and efficient..”

**Arunkumar HG**

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Technology Architect & Hands-On Leader | Prototyping, Automation, AI/LLM Integration | 20+ Years in at Regalix

# Customer Service and Support

“The solution’s technical support is average. I talked to the technical support team regarding an issue where the solution couldn't identify the exact number of speakers. The support team asked me to use certain parameters, but the results were inaccurate. I used all the parameters suggested by the support team, but the speakers were still not identified clearly. However, other services could properly identify the speakers of the videos..”

**Khemit Verma**

Full Stack Developer at a tech services company with 11-50 employees

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“I contacted the solution's technical support for help, and I got a nice, decent service and had no complaints at all. At the moment, whenever you want to update Deepgram by yourself, it is a very easy process. You just get the version of the tool and pull it from Docker. If you want to update the model, you have to contact the support anyway. I haven't contacted the support team very often. I might have contacted the product's support team three times just to update the new versions of the model. I got decent support from the tool's support team..”

**Boris Morozov**

AWS | Back-End Team Lead at eScribers, LLC

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“I haven't communicated with Deepgram's technical support at all. Until now, I've always found the documentation sufficient and managed without needing support.

“The documentation is fine. Most of the time, I use AI to read it and implement directly. If my programming assistant can't find the information in the documentation, I go in and read it myself, pointing out specific topics for the AI to understand how to implement features. For me, the most important aspect of the documentation is that it is structured so that AI can read it effectively..”

**Oliver Spitzkat**

Software Engineer at BIFROTEK

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“Either before we set up the contract with Deepgram, or right after, they set up a Slack channel with us that had a bunch of people from their end – including customer service and their operations team. We had a call or two with them to get started, and we have been able to quickly correspond with them to get answers or send them details via Slack. That's been very helpful. Even now, we can jump onto the channel and send them questions. They send out updates via email as well.

I can't say if having a Slack channel with them would be considered an extra cost or if it is available to any customer or not. Maybe if you have a premium program or custom model, it's definitely included. .”

**Ariel Lindenfeld**

VP Product at PeerSpot

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“Based on my experience, the customer service and support from Deepgram have been outstanding.

The support team is brilliant, highly reachable, and always ready to assist whenever we have a question or need help. It's a comprehensive support system that goes beyond just a direct contact channel; we have access to official support, very active community forums, and they frequently schedule webinars to share announcements and updates.

I've always felt that there are plenty of resources available, and we've never been left without a solution. It's a very real and accessible support system – a simple email or call gets you the assistance you need..”

**Arunkumar HG**

Technology Architect & Hands-On Leader | Prototyping, Automation, AI/LLM Integration | 20+ Years in at Regalix

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# Other Advice

“We are an end-user of Deepgram, using it as a service. Regarding transcription, we haven't used speech-to-text models; we focus on text-to-speech, which has been good, and I haven't noticed any errors there. I have about five years of experience in my current field. Overall, based on my experience, I would rate Deepgram an eight..”

**Naveen Chowdary**

AI Applied Engineer at Flexon Technologies Talent360.ai

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“My advice for others looking into using Deepgram is that if they want a lower latency platform than competitors with the same quality and no compromise in quality, Deepgram is a seamless solution to have and use.

Obviously, the 70% reduction in human interaction in customer support has been achieved and time has been saved as humans are not required. Resource cost has been reduced since human cost is more expensive than the voice agent. I would rate this product an 8 out of 10..”

**Mihir Jadhav**

Software Engineer at Futurescape Technologies

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“If the handling of the German language improves continuously, it would be beneficial for me.

“I always use Krisp or something similar as a second service to filter out background noise, but I haven't checked if different languages or speakers are detected properly.

“On a scale of 1–10, I would rate Deepgram a 9..”

**Oliver Spitzkat**

Software Engineer at BIFROTEK

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“My advice for others looking into using Deepgram is to read the documentation because the API is very flexible, and I encourage them to just test it out as it's a wonderful technology.

“I was offered a gift card in [AWS](#) for this review.

“On a scale of 1–10, I rate Deepgram a 9..”

**Verified user**

Co-founder at a tech services company with 1-10 employees

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“Yes, I absolutely have some advice for anyone considering or currently using Deepgram.

- 1. Don't Settle for the Defaults:** The single biggest advantage of Deepgram over its competitors is its deep configurability. My advice is to really spend time with their documentation and API parameters. You can fine-tune the models to your specific audio environment, the accents you typically encounter, and the vocabulary relevant to your industry. This is where you can move from 90% accuracy to 95% or higher for your specific use case.
- 2. Stay Engaged with Their Updates:** Deepgram innovates at a rapid pace. The

release of the Flux model is a perfect example of how they solve real-world problems their users are facing. I highly recommend subscribing to their newsletters and attending their webinars. You might find that they've released a new feature or model that directly addresses a challenge you're working on, saving you significant development effort.

- 3. Leverage the Full Ecosystem:** Think of Deepgram as the first crucial step in a larger data pipeline. The real power is unlocked when you connect its highly accurate transcripts to other services. As in my use case, feeding the text into an LLM for intent recognition, sentiment analysis, or summarization opens up a world of possibilities. You can analyze sales calls, automate customer support, or create detailed meeting summaries.
- 4. Use the Community and Support:** Don't hesitate to engage with their support channels or community forums if you run into issues. My experience has been that they are incredibly responsive and helpful. The community is also active, and it's likely someone else has faced and solved a similar problem to yours.

In summary, my advice is to be an active user. The more you explore the platform's capabilities and stay current with its evolution, the greater the return on your investment will be. It's a top-tier solution that rewards a hands-on approach..”

#### Arunkumar HG

Technology Architect & Hands-On Leader | Prototyping, Automation, AI/LLM Integration | 20+ Years in at Regalix

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“We're a Deepgram customer.

We use Deepgram for speech-to-text. There are different models you can use in order to do that. We have a custom model and we have also tested out some of their other models as well.

We're really happy with it. Technology in this space is constantly changing, and we see what's happening with ChatGPT, for example. Everyone uses different kinds of platforms for transcription. Deepgram also has a lot of other solutions we're not

using, and it supports other languages, which is not how we're using it. However, it will likely continue to improve itself and align with all of the advances in the space. Deepgram has been really great for our use case.

I interact with Deepgram's team and the team internally that has implemented it. I don't have hands-on experience with it myself. I continue to review the quality of the transcripts, which is what we're using it for. That said, my understanding is that the ease of use would depend on your experience and your skill level. It is in line with everything else out there.

I'd recommend the solution to others. I'd rate it nine out of ten. We evaluated and compared different solutions based on the quality of speech-to-text and implementation. For quality, Deepgram definitely came out above everything else. The implementation also went well. Support has been good - not that we've needed it too often. Compared to what we had before, which wasn't a technological solution, the difference is night and day. The other automated transcription services we've looked at in the past few years just weren't good enough. Deepgram really offers great quality. .”

**Ariel Lindenfeld**

VP Product at PeerSpot

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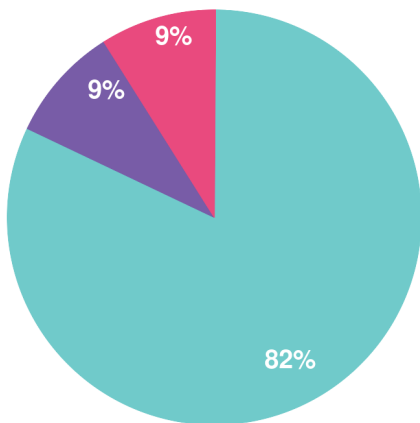
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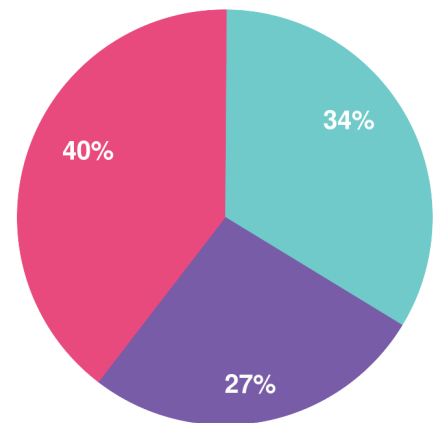


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