

aws marketplace

AssemblyAI

# Reviews, tips, and advice from real users




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# Product Recap

 AssemblyAI

# AssemblyAI Recap

AssemblyAI offers advanced speech recognition technology tailored for developers. Its robust API facilitates easy integration into existing systems, making it a versatile option for many applications.

AssemblyAI proficiency in speech-to-text conversion is highly regarded. By leveraging state-of-the-art machine learning models, it provides reliable transcription and voice processing capabilities. Its adaptable API design supports integration across desktop, mobile, and web platforms. This flexibility makes it suitable for a wide range of businesses seeking to enhance customer interactions and automate workflows with voice technology.

## What are the standout features of AssemblyAI?

- **Speech-to-Text:** Provides accurate automatic transcription of audio.
- **Real-Time Transcription:** Delivers instant speech recognition feedback.
- **Advanced Punctuation:** Automatically formats punctuation for readability.
- **Speaker Identification:** Distinguishes between different speakers in audio inputs.
- **Language Support:** Offers extensive language detection capabilities for global reach.

## What ROI benefits should be considered in reviews?

- **Cost Efficiency:** Reduces the need for manual transcription services.
- **Accuracy:** Enhances reliability and validity of automated transcriptions.
- **Scalability:** Adapts to growing business needs seamlessly.
- **Integration Ease:** Simplifies incorporation into existing tech frameworks.
- **Operational Efficiency:** Streamlines workflows through automation.

In industries like healthcare and media, AssemblyAI transforms operations by automating medical transcriptions and media subtitling, respectively. By reducing manual input, companies achieve faster processing and improved accuracy, optimizing their service delivery and operational efficiency.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “I would suggest others to go for AssemblyAI because it is the best in the market in terms of accuracy, outputs, and the different languages that it caters to and transcribes.”



**Shrimanta Satpati**

Consultant at a tech vendor with 10,001+ employees

- ✓ “The best features AssemblyAI offers are transcription and real-time transcriptions, and the speed of real-time transcription stands out to me because it's 20 to 40% faster than the industry benchmark, so speed is definitely one of the pros of AssemblyAI.”



**Verified user**

Product Manager at a tech vendor with 11-50 employees

- ✓ “The primary benefit I receive from their product is much more accurate transcription; first, it is a very affordable service, and second, the accuracy is much better compared to other services such as Deepgram or AWS transcription services, which are the main benefits.”



**Khemit Verma**

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

✔ “After shifting to AssemblyAI, the biggest two points we experienced were that the speed of our software increased and our costing of the API reduced.”



**Ab Basit**

Level 2 Software Engineer at a consultancy with 51-200 employees

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

“I noticed that it was quite quick. I also noticed that it offers flags to check when the audio has stopped. This helped me identify the different users in that audio and properly transcribe the text and make meeting notes and these types of things.

“It was quite accurate. We were using it to transcribe speech to text, and then we used that transcribed text to generate follow-up questions for the interviewers. It needed to be accurate. As our experience suggested, it was quite accurate and we were able to fulfill the use case..”

**Ab Basit**

Level 2 Software Engineer at a consultancy with 51-200 employees

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“The best features AssemblyAI offers are transcription and real-time transcriptions. The speed of real-time transcription stands out to me because it's 20 to 40% faster than the industry benchmark, so speed is definitely one of the pros of AssemblyAI.

“AssemblyAI has positively impacted my organization by being a fundamental part of our main use flow, where our bot joins the meetings and transcribes them into text. Once the text is generated, it goes to our internal LLM to get culture scores, making it one of the main fundamental parts of our product..”

**Verified user**

[Read full review](#) 

Product Manager at a tech vendor with 11-50 employees

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“The main features I appreciate in AssemblyAI are that it provides better accuracy compared to other transcription services, with clear grammar and no errors in spelling mistakes or grammatical mistakes, delivering clear transcription.

“The primary benefit I receive from their product is much more accurate transcription. First, it is a very affordable service, and second, the accuracy is much better compared to other services such as Deepgram or AWS transcription services, which are the main benefits. Third, the speaker identification capability is better..”

**Khemit Verma**

[Read full review](#) 

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

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“The best features AssemblyAI offers are the speaker diarization, which identifies who is speaking, the automatic summarization and sentiment analysis, topic detection, and the extremely accurate speech-to-text, even with different accents and background noise.

“Speaker detection is what makes the biggest difference in my day-to-day work, especially when meetings happen with many people, multiple people interviewing, and panel discussions. It automatically identifies who the client is and who the speaker is, and for client-facing transcript accuracy, knowing who said what is absolutely critical, and AssemblyAI handles this better than any other tool we tested.

“AssemblyAI has positively impacted our organization by allowing us to scale from managing five client accounts to 12 without hiring additional staff. Our client capability doubled while our costs stayed controlled, and client satisfaction scores also improved because the turnaround time on a transcript dropped from two days to same-day delivery..”

**Tanisha .**

Product Manager Intern at a agriculture with 11-50 employees

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“The best features AssemblyAI offers are its blazing fast transcribing skills and accurate results. It also has the capability of diarization, as well as transcribing in multiple different languages, both in foreign and Indic languages.

I particularly value the accurate transcription of the language that the user provides as input and getting the best output without any kind of noise or silence. Automatic silence removal and voice activity detection are the best features of AssemblyAI that I appreciate in my daily use.

The outputs are really accurate. AssemblyAI already cares for the overall grammar, syntax, and the different nuances of the particular speakers. I believe the accuracy part has improved significantly from the previous versions that were available and should continue to improve further to become the best product in the market.

There was a saving of about 40 to 50% in transcription of audio analytics calls because previously, it was all done by humans, which could take days of effort and cost. This has significantly reduced to a great amount.

We tested with Deepgram and AWS transcription service that is already available in the market, and then we switched over to AssemblyAI..”

**Shrimanta Satpati**

Consultant at a tech vendor with 10,001+ employees

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# Other Solutions Considered

We were using Deepgram and other AI tools for real-time transcription, but AssemblyAI has actually reduced the latency by 40%, which is a huge win for us because now we can process the results much faster than we used to in the past.

**Verified user**

Product Manager at a tech vendor with 11-50 employees

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“I was using the AWS transcription service. There were problems of identifying the different languages, the different Indic languages that we have. AssemblyAI came into the picture and it solved a great deal of the problem..”

**Shrimanta Satpati**

Consultant at a tech vendor with 10,001+ employees

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My advice for others looking into using AssemblyAI is that there are other market players as well. It depends; if your target customers are from an English-speaking country, AssemblyAI is one of the best products out there. If your target customers are not in an English-speaking country, there are other options that you should consider, depending on your geographic location.

**Verified user**

Product Manager at a tech vendor with 11-50 employees

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“Previously we were using Deepgram for audio transcription. Deepgram is an API for audio transcription, but it was comparatively slow and somewhat not cost-effective when compared to AssemblyAI. After shifting to AssemblyAI, the biggest two points we experienced were that the speed of our software increased and our costing of the API reduced. It helped us with the speed and the cost-effectiveness..”

**Ab Basit**

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Level 2 Software Engineer at a consultancy with 51-200 employees

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“I can compare AssemblyAI with Deepgram. I would choose only AssemblyAI instead of Deepgram when comparing both products. The main reason I chose it is that it is far better compared to Deepgram regarding speaker identification, the clear verbatim process, and the time-stamp process, providing accurate time-stamping and the dialogues.

“If I compare AssemblyAI with other services such as Gameloop, ChatAI, and Deepgram, the accuracy is far better, always maintaining the grammar and providing good, accurate text for audio or video files..”

**Khemit Verma**

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

# ROI

Real user quotes about their ROI:

“We save approximately 85% of the time on transcribing tasks, and in workforce terms, we estimate AssemblyAI replaced what would have been a full-time transcriber role, which would cost around 35,000 to 40,000 per year. The API subscription costs a fraction of that, making the ROI extremely clear.

“We saved around 85% of our workforce's time, and the cost savings are around 35,000 to 45,000 per year, making the ROI extremely clear..”

**Tanisha .**

Product Manager Intern at a agriculture with 11-50 employees

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# Use Case

My main use case for AssemblyAI is meeting and interview transcriptions. We are a culture operating system, so we track organization culture. Our bot joins the meetings of employees, and we convert the calls, interviews, or meetings into text. AssemblyAI supports our async and real-time transcription, and when we have the text, we pass it through our internal LLM to create culture scores.

**Verified user**

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Product Manager at a tech vendor with 11-50 employees

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“I use AssemblyAI only with audio files, not for real-time transcription. I mainly use only US English, and I have not tried other languages. I upload audio files through AssemblyAI API, and they provide the transcription script with speaker identification and the dialogues..”

**Khemit Verma**

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

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“I use AssemblyAI for audio transcription in multiple different languages. It has the capability of translating and transcribing into multiple different languages of both India as well as in the world. It also has good diarization capabilities, which is why I use AssemblyAI.

I had a customer use case problem where I had to transcribe lots of customer support calls into transcriptions in Hindi and multiple different Indic languages, as well as in foreign languages. AssemblyAI was helpful for this purpose.

AssemblyAI has been integrated into multiple different clients' use cases, and it was one of the core features in the AWS pipeline audio analytics pipeline that we created. It has benefited us significantly in saving costs of transcription..”

**Shrimanta Satpati**

Consultant at a tech vendor with 10,001+ employees

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“In my personal project, I used AssemblyAI for audio entity recognition. I gave it some audio files and AssemblyAI processed them to provide entity recognition. For example, if the audio contained names of someone, it highlighted them as person names and these types of entities.

“In the freelance project that I made recently, I used it for transcribing audio interviews. We were making an audio and video interviewing system and we needed an API to transcribe audio into text. AssemblyAI was used for speech-to-text translation because it was the fastest and the best option for our use case.

“In the audio and video project I was making for a freelance client, our use case was speed. The main thing that would differentiate us from our competitors was speed. We needed a quick solution that was also cost-effective. AssemblyAI stood out and it provided us quick results that helped us transcribe the audio stream quite instantly and use it to process and show results to the user..”

**Ab Basit**

Level 2 Software Engineer at a consultancy with 51-200 employees

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“Our main use case for AssemblyAI is automatically transcribing clients' meeting recordings, podcasts, and video interviews, and we also use it to generate summaries and extract key topics from long recordings. It saves our editor's team an enormous amount of time.

“In one of my recent projects, we were producing weekly podcasts containing 12 different clients, and we had a meeting with the clients where we had to transcribe company show notes and repurpose them into blog content. Manually transcribing that volume was impossible for our small company, so we integrated AssemblyAI's API into our workflow, and within a minute of a recording being uploaded, it was fully transcribed and speaker-labeled. What used to take three hours per episode was reduced to under five minutes.

“For client meetings, when we have the client meeting, some of us find it very difficult to note down the specific points and sometimes miss them, but by using AssemblyAI for that interview call, we get it easily transcribed. We have the main focus, and we get to know all the transcribed main points, so we don't miss out on anything.

“We use an API integration to build AssemblyAI into our internal content management system, so when a file is uploaded, it automatically triggers the AssemblyAI transcription pipeline, and returns the result directly into our platform within minutes..”

**Tanisha .**

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Product Manager Intern at a agriculture with 11-50 employees

# 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.

“I only need to create an account on AssemblyAI, and initially, they provide some credits for transcription, which is enough initially. However, if usage increases, I can purchase a subscription from there..”

**Khemit Verma**

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

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“The setup was pretty much easy. You just go to the AWS Marketplace and get this particular service provisioned and directly you can start using it with an API endpoint and key. The setup is pretty much easy..”

**Shrimanta Satpati**

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Consultant at a tech vendor with 10,001+ employees

# Customer Service and Support

Regarding AssemblyAI's governance and security, I think it's pretty much secure since we have all the SOC 2 and SOC 1 reports from the security team of AssemblyAI.

**Verified user**

Product Manager at a tech vendor with 11-50 employees

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“Customer support is definitely great with AssemblyAI. If you have any issues or encounter any problems in setting up, you can definitely reach out to the customer support and you can immediately get a solution..”

**Shrimanta Satpati**

Consultant at a tech vendor with 10,001+ employees

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“I was offered assistance when your representative contacted me on LinkedIn and offered to send her the screenshot of the completion, and she will hopefully give me a gift card or something..”

**Ab Basit**

Level 2 Software Engineer at a consultancy with 51-200 employees

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# Other Advice

If your target audience is English speakers, then AssemblyAI's accuracy and reliability of output is 100%, as it's one of the best. The main improvement we need in our workflow is accent detection because other than that, it's pretty much straightforward. I rate this product nine out of ten.

**Verified user**

Product Manager at a tech vendor with 11-50 employees

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“AssemblyAI is a very good application for meetings, client interviewing, and podcasts, so I think everyone should use it in their company. I rate AssemblyAI an 8 out of 10 because the accuracy drops with heavy accents and fast speakers, and the pricing is expensive, so I think 8 is an appropriate rating for this application..”

**Tanisha .**

Product Manager Intern at a agriculture with 11-50 employees

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“I would give AssemblyAI a rating of 10 out of 10. I would suggest others to go for AssemblyAI because it is the best in the market in terms of accuracy, outputs, and the different languages that it caters to and transcribes. It is a very good product overall.

AssemblyAI has data privacy and security enabled so that the conversations that take place and are used for transcription are not leaked out to the public or leaked out in the public domain. There should not be any sort of sensitivity, privacy, or personally identifiable information data that gets leaked out. These things should be enforced strictly, and I believe AssemblyAI does that already..”

**Shrimanta Satpati**

Consultant at a tech vendor with 10,001+ employees

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“The AssemblyAI noise filtering feature exists, but I did not use that feature. I use the existing API where I upload the audio to AssemblyAI, and after a few seconds or minutes, I continuously check if the transcription is done. Once it is done, I pass the transcription text into a file and generate an SRT file, a text file, and a doc file.

“It works fine with different accents.

“I rate this product an overall 8 out of 10..”

**Khemit Verma**

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

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# Top Industries

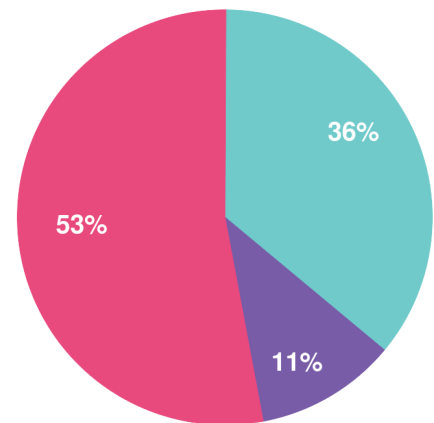
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# Company Size

by reviewers

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Large Enterprise Midsized Enterprise Small Business

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