Webex Calling Closed Captions and Call Transcription Configuration

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Issue

Administrators need to understand the options available for capturing Webex Calling calls and providing text transcription. Users report that transcript functionality is currently available but does not provide a way to save transcripts locally. There is confusion about the difference between closed captions and transcripts, with captions not appearing as a visible option in the user configuration interface. Questions also exist regarding multi-language support for calls and where captions are enabled in the system.

Users observe that transcription appears as a **Transcript** option during calls, but cannot locate a separate captions option in the user call experience section. During testing, language switching was not detected during calls, and there is no apparent method to export live transcripts locally.

Environment

- Webex Calling platform
- Webex App client
- Cloud and Hybrid Products environment
- Software Version 1.X

Resolution

Webex Calling supports both live captions and call transcription features, which can be configured at multiple levels within the organization.

The configuration and usage of these features follows specific procedures.

Enable Captions and Transcription

Captions can be enabled at three different levels in Webex Calling:

- Organization level
- Location level
- User level

To configure these settings, refer to the Webex documentation for enabling and managing closed captions and call transcriptions. The configuration process involves accessing the appropriate administrative interface for each level.

Understand the Difference Between Captions and Transcripts

There are distinct differences between captions and transcripts in Webex Calling.

Captions (Closed Captions)

- Display spoken words as text during a live call.
- Cannot retain previous spoken content.
- Update instantly as participants speak.
- Appear in the client interface and can be labeled as **Transcript** rather than a separate captions control.

Transcripts

- Complete written record of the spoken content of the call.
- Allow users to review the full conversation or catch up on missed details.
- Can be accessed and downloaded when call recording with transcription is enabled.
- Available via the Webex App, User Hub, or Control Hub.

Access Live Captions During Calls

During an active call, captions can be enabled using the CC icon located at the bottom left of the call interface. The feature can appear as **Transcript** in the calling client rather than as a separately labeled captions option.

Download Transcripts

Downloadable transcripts are only available when call recording with transcription is enabled. These transcripts can be accessed and downloaded as .vtt files through the recording workflow, not from the live in-call transcript view.

Multi-Language Support

Current Webex Calling behavior for language support:

- Live closed captions support multiple languages
- Recorded-call transcripts have more limited language support
- Webex Calling does not currently document support for automatic language detection or mid-call language switching for phone calls
- Dynamic multilingual switching during the same call is not a documented feature

Cause

The confusion arises from the different presentation of caption and transcript features in the Webex Calling interface. The live transcription feature appears as **Transcript** rather than a distinct **Closed Captions** option, leading to uncertainty about available functionality. Additionally, the requirements for downloading transcripts (call recording must be enabled) and the current limitations on multi-language support during calls were not clearly understood.

Related Content

- Enable and manage closed captions and call transcriptions
- Cisco Technical Support & Downloads