GET /v1/ai-transcription-insights

Updated 2 days ago

Retrieve transcription insights for a specific transcription. Insights include summaries, action items, and key points.

Get Transcription Insights

GET https://api.ringcentral.com/v1.0/ai/insights/{transcriptionId}

Retrieve transcription insights for a specific transcription. Insights include summaries, action items, and key points.

Request Parameters

Path Parameters		
transcriptionId	string required Example: 5e7b15a0-4e6b-4b0a-8f3c-2d9e1a7c5b8f	Internal identifier of a transcription

Query Parameters		
accountId	string required Example: 123456789	Internal identifier of an account
extensionId	string required Example: 987654321	Internal identifier of an extension

Response Codes

Status	Description	Content-Type
200 OK	Transcription insights retrieved successfully. Response contains summaries, action items, and key points.	application/json
400 Bad Request	Invalid request parameters. Check transcriptionId format and required query parameters.	application/rc.error+json
401 Unauthorized	Authentication required. Provide valid OAuth token.	application/rc.error+json
403 Forbidden	Insufficient permissions. Requires AI Insights access.	application/rc.error+json
404 Not Found	Transcription not found or insights not available. Check transcriptionId and ensure AI processing completed.	application/rc.error+json
429 Too Many Requests	Rate limit exceeded. Wait and retry.	application/rc.error+json
500 Internal Server Error	Server error. Contact support if persistent.	application/rc.error+json

Response Schema

Content-Type: application/rc.error+json

Example Response

Status: 200 OK

Content-Type: application/rc.error+json


```
{
  "id": "5e7b15a0-4e6b-4b0a-8f3c-2d9e1a7c5b8f",
  "uri": "https://api.ringcentral.com/v1.0/ai/insights/5e7b15a0-4e6b-4b0a-8f3c-2d9e1a7c5b8f",
  "creationTime": "2025-12-15T14:30:00.000Z",
  "lastModifiedTime": "2025-12-15T14:32:15.000Z",
  "status": "Completed",
  "transcriptionId": "5e7b15a0-4e6b-4b0a-8f3c-2d9e1a7c5b8f",
  "summary": {
    "id": "1a2b3c4d-5e6f-7g8h-9i0j-k1l2m3n4o5p6",
    "uri": "https://api.ringcentral.com/v1.0/ai/insights/5e7b15a0-4e6b-4b0a-8f3c-2d9e1a7c5b8f/summary",
    "creationTime": "2025-12-15T14:32:15.000Z",
    "lastModifiedTime": "2025-12-15T14:32:15.000Z",
    "status": "Completed",
    "text": "Discussed Q4 sales performance and marketing campaign results. Sales team exceeded quarterly targets by 15%. Marketing campaign generated 2,500 new leads with 18% conversion rate. Customer acquisition cost decreased by 12%. Discussion of upcoming Q1 2026 strategies including expansion into new market segments and increased digital advertising budget. Team recognized for outstanding performance and dedication to customer satisfaction.",
    "wordCount": 45,
    "sentiment": {
      "overall": "Positive",
      "confidence": 0.92,
      "positive": 0.78,
      "neutral": 0.18,
      "negative": 0.04
    }
  },
  "actionItems": [
    {
      "id": "2b3c4d5e-6f7g-8h9i-0j1k-l2m3n4o5p6q7",
      "uri": "https://api.ringcentral.com/v1.0/ai/insights/5e7b15a0-4e6b-4b0a-8f3c-2d9e1a7c5b8f/actionItems/2b3c4d5e-6f7g-8h9i-0j1k-l2m3n4o5p6q7",
      "creationTime": "2025-12-15T14:32:15.000Z",
      "lastModifiedTime": "2025-12-15T14:32:15.000Z",
      "status": "Completed",
      "text": "Prepare detailed Q1 2026 marketing budget proposal",
      "assignee": {
        "id": "1234567890",
        "uri": "https://api.ringcentral.com/v1.0/extension/1234567890",
        "name": "Sarah Johnson",
        "extension": "101"
        "phoneNumber": "+1 (555) 123-4567"
      }
      "priority": "High",
      "dueDate": "2026-01-15T00:00:00.000Z",
      "confidence": 0.85
    }
    {
      "id": "3c4d5e6f-7g8h-9i0j-1k2l-m3n4o5p6q7r8",
      "uri": "https://api.ringcentral.com/v1.0/ai/insights/5e7b15a0-4e6b-4b0a-8f3c-2d9e1a7c5b8f/actionItems/3c4d5e6f-7g8h-9i0j-1k2l-m3n4o5p6q7r8",
      "creationTime": "2025-12-15T14:32:15.000Z",
      "lastModifiedTime": "2025-12-15T14:32:15.000Z",
      "status": "Completed",
      "text": "Schedule follow-up meeting with marketing team",
      "assignee": {
        "id": "1234567890",
        "uri": "https://api.ringcentral.com/v1.0/extension/1234567890",
        "name": "Sarah Johnson",
        "extension": "101"
        "phoneNumber": "+1 (555) 123-4567"
      }
      "priority": "Medium",
      "dueDate": "2026-01-10T00:00:00.000Z",
      "confidence": 0.78
    }
  ]
}
```


Note: Transcription insights are generated asynchronously. Check status field to determine if processing completed.

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