Anar Labs

Anar Voice

Calls become searchable text.

Voice turns recorded calls into text, labels dialect and sentiment, and keeps each transcript searchable.

For
Call centre and citizen service leads

Date
November 2026

The problem

Recorded calls hold answers that nobody can search.

01

Audio is not searchable

A recording cannot be searched for a name, a topic or a complaint.

02

Many dialects

Callers speak Gulf, Egyptian, Levantine and other forms of Arabic.

03

Too many calls to hear

Supervisors cannot listen to every call.

What it is

Upload a recording. Get a transcript you can search.

01

A recorded call

Upload a file in one of 9 audio formats, up to 25 MB.

→

02

Anar Voice

Sends the audio to a speech service. Then it labels dialect and sentiment on the text.

→

03

The transcript

Voice stores it. Search it and see it in call analytics.

Anar supplies no models. You supply the key for the speech service.

Transcription

Each call becomes text you can find.

Transcribe

Arabic, English or automatic detection. Nine audio formats, up to 25 MB for each file.

Shipped

History and search

Voice keeps each transcript. Search across all of them.

Shipped

Custom vocabulary

Add names and terms that the speech service must know.

Roadmap

Shipped Partial Roadmap

Analysis

Labels on each transcript, with limits.

Dialect label

Five classes: Gulf, Egyptian, Levantine, Maghrebi and Modern Standard Arabic. Voice finds marker words in the text.

Partial

Speaker turns

Voice splits the text into turns at pauses and questions. It does not identify voices.

Partial

Sentiment

A word list gives each call a sentiment. Call analytics shows the counts.

Partial

No accuracy figure exists yet for transcripts or labels.

Speech out

Speech output and the assistant work with limits.

Speech output

Six voices with English names. It needs its own key. Arabic quality is not tested.

Partial

Voice assistant

Audio in, a text answer out. It does not speak the answer.

Partial

Live stream

A WebSocket takes audio chunks. Each chunk gets a full transcription.

Partial

Telephony

Connect Voice to your phone system.

Roadmap

Status today

What works now, and what does not yet.

Capability	Status	Note
Transcription, history, search	Shipped	Recorded files. Not real time.
Dialect, speaker turns, sentiment	Partial	Rules on the text. No accuracy figure.
Speech service endpoint	Partial	Fixed in the code. Not through Anar Gateway.
Speech output, voice assistant	Partial	The assistant answers in text only.
Access control	Partial	One customer per deployment.
Telephony, personal-data masking, consent	Roadmap	Planned. Not built.

Roadmap

The next steps replace rules with models you choose.

Now

- Transcription of recorded calls
- History and search
- Call analytics

Next

Roadmap

- Better speaker and dialect detection
- Arabic text preparation for speech output
- Arabic voices
- Custom vocabulary

Later

Roadmap

- Mandatory personal-data masking
- A processing record for each request
- Real-time streaming and telephony
- Consent, retention and erasure
- A published GCC dialect accuracy test

The platform

Voice uses the Anar platform when you connect it.

Anar Gateway

The voice assistant can send its model call through the gateway. Transcription and speech output do not use it yet.

Anar Guard

Voice can send its events to the Guard audit trail when you set the Guard address.

Transcribe your own calls with us.

A one-month pilot: we deploy in your environment and run it with one team.

anarlabs.ai/contact