CareScribe
Making the world more accessible

Co-Pilot vs Caption.Ed

Co-Pilot Comparison

Here is a thorough comparison between Caption.Ed and Microsoft Co-Pilot, particularly in relation to their functionality and unique features. While both tools offer transcription, there are several key differences that set Caption.Ed apart:
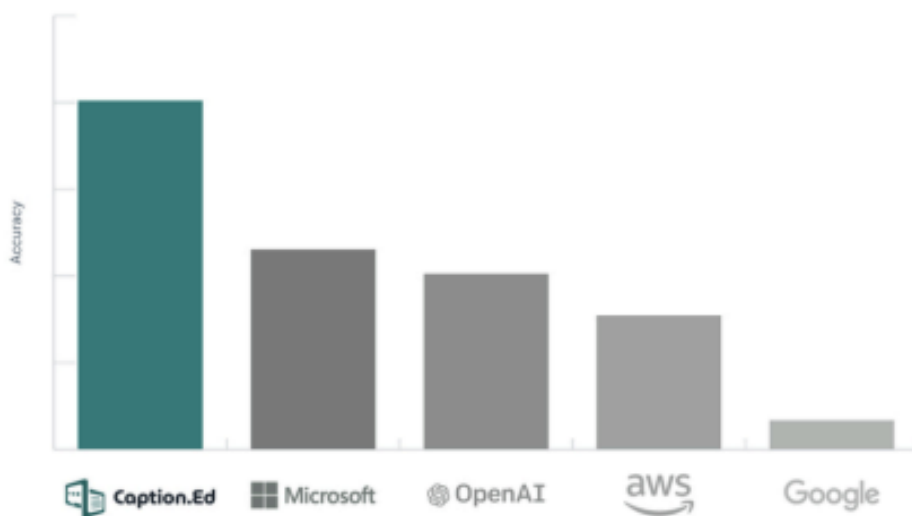
1. Accessibility and Productivity Combined

With Caption.Ed, you don't need to make the choice between choosing an accessibility tool or a productivity tool because it offers both!

Caption.Ed was created by a neurodivergent team with accessibility front of mind. It helps disabled or neurodivergent team members capture and comprehend the piles of information thrown at them during their busy work week through various features, such as:

- **Highly accurate, real-time captioning.** Helpful for users who have hearing loss, Caption.Ed's highly accurate, real-time captions are easy for users to follow. They can also scroll back over the live captions if there is a piece of dialogue that they missed. Co-Pilot's transcription capabilities are more basic than this and do not offer the same level of accuracy.

    - Please see this accuracy slide:

Tests conducted in January 2023 against Microsoft Azure Video Indexer, OpenAI's Whisper (large-v2 model), Amazon Transcribe and Google Cloud Speech-to-text (latest_long model) compared to Caption.Ed's speech-to-text model

- **Customisable user interface for improved accessibility.** Your users can customise Caption.Ed to however they like it. They can switch between light, dark, or sepia mode, adjust the size of the captioning window, or personalise their session to view notes only, captions only, or both. Co-Pilot doesn't offer this level of customisation.

- **Caption.Ed captures everything, so you don't miss a thing.** At CareScribe, we know that people who are neurodivergent often find 'focus' to be a real challenge. And this is where Caption.Ed truly makes a difference because Caption.Ed captures everything for you. It records the audio and/or video of a session, generates a transcript, and captures all your notes in one place. This means your team don't need to stress about the anxiety of missing something from a meeting or being distracted, they can rely on Caption.Ed!

- **A trusted companion for workplace meetings.** Caption.Ed helps professionals capture complex meeting notes and distil them into something digestible and actionable. Your team can say goodbye to information overload and hello to higher workplace productivity, streamlined communication, and over efficiency.

2. Platform Versatility

Caption.Ed offers compatibility beyond just Microsoft's ecosystem, supporting a wide range of applications, including Zoom, Teams, Google Meet, YouTube, pre-recorded media and more, meaning that your staff get access to consistent, reliable captions wherever they need to work.

It also supports **in person and face-to-face interactions** or meetings.

Co-Pilot, on the other hand, is limited to Microsoft applications such as Teams and Word, which would restrict its use across the various tools your team will likely rely on.

3. UK Based Support and Adaptability

With Caption.Ed, you get access to UK-based customer support as well as a dedicated Customer Success Manager for your account. They will provide you with a personalised onboarding experience to make sure your team are getting the most from the software. We're proud to offer this level of service compared to Microsoft Co-Pilot's global support system.

Having access to a dedicated Customer Success Manager is advantageous should you require tailored assistance or rapid issue resolution. It's also a relationship that will enable ongoing support whilst you integrate Caption.Ed within your business.

With Co-Pilot, customisation and support are generally more limited, given its broad corporate-level scope.