

Voicemail Transcription

Voicemail transcription is a feature which allows you to attach the transcript of the voicemail and deliver it via email.

Currently, there are 2 transcription services supported for this feature. Registration with the service is required prior to setting the feature up.

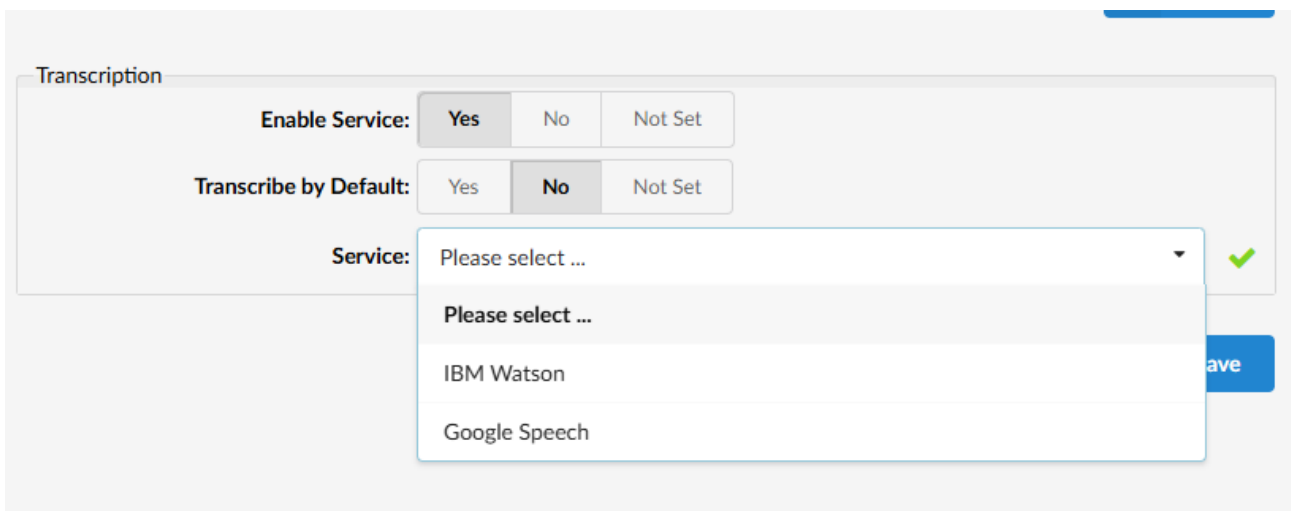
[IBM Watson Registration](#)

Google Speech Registration

Configuration

By default, this feature is disabled and needs to be configured under **Settings -> Voicemail -> Advanced Options** in the **Transcription** section.

Any fields active in this section are mandatory and can't be empty. Initially, only the **Enable** button will not be disabled:



Transcription

Enable Service:

Transcribe by Default:

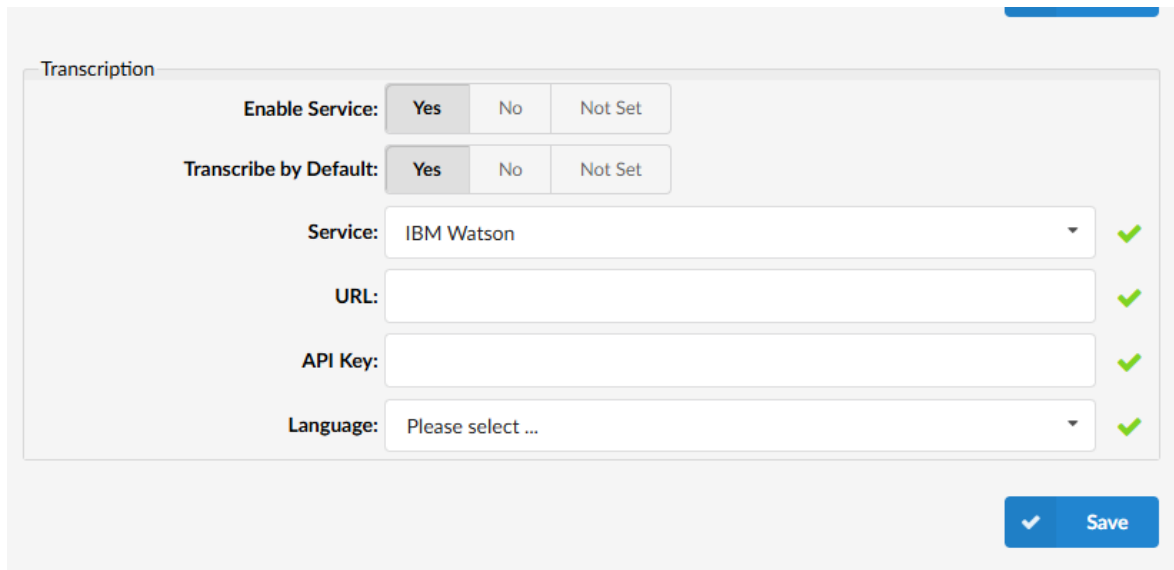
Service:

- Please select ...
- Please select ...
- IBM Watson
- Google Speech

1. Select Enable Service
2. To transcribe all voicemail boxes, you can set Transcribe by Default to Yes. If you want to choose individual mailboxes to receive the service, select No.
3. Select the Service you have chosen to use for

transcription.

4. For Watson enter the URL and API key you recorded from your IBM Account setup and select the Language you want the email transcribed in then Save.



The screenshot shows a 'Transcription' settings form. It includes two toggle sections: 'Enable Service' and 'Transcribe by Default', both with 'Yes' selected. Below these are four input fields: 'Service' (a dropdown menu set to 'IBM Watson'), 'URL', 'API Key', and 'Language' (a dropdown menu set to 'Please select ...'). Each of these four fields has a green checkmark to its right. At the bottom right of the form is a blue 'Save' button with a white checkmark icon.

5. Click Save

Setting Transcription Per Extension


1. Open Extension
2. Go to Voicemail Settings section
3. Set Transcribe Content to Yes
4. Save


Voicemail


Voicemail: Yes No Not Set



Greeting-Mode: Yes No Not Set

MWI extensions (comma separated):

Mailbox: 

Name: 

PIN: 

E-mail:  


Send E-mail: Yes No Not Set

Transcribe content: Yes No Not Set

Carbon Copy E-mails:

Pager e-mail:

Greeting message:

Unavailable message:  Choose File

Reset Unavailable message: Yes No Not Set

Skip Instructions: Yes No Not Set

Skip PIN Prompt: Yes No Not Set

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