

# Voicemail to Text Transcription

## Overview

The Voicemail to Text Transcription service enhances the voicemail-to-email functionality by transcribing the audio voicemail recording and including it in the body of the delivered email message.

### Feature Notes

- All transcriptions are sent to the email address entered in the user profile. Configuring additional or alternative email destinations is not available.
- This service is configured within the voice Messaging User settings. For greater details on configuring voice messaging settings, please see the [Voice Messaging User service guide](#).

## Feature Prerequisites

- The user must have a Premium Seat. If the transcription service is applied to any other seat type, the voicemails will not be delivered and any voicemails not received the voice portal will be lost.
- The user must have a valid email address set in the user profile.

## Feature Setup

- Go to the group admin tool tool.



Users

First Name	Last Name	Phone Number	Extension
John	Doe	1234567890	1234
Jane	Smith	9876543210	5678

- Select the applicable user.



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