



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 distributions 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 dashboard.



- Select the applicable user.

