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 saved to the voice portal will be lost.
- The user must have a valid email address set in the user profile.

Feature Setup

1. Go to the group admin dashboard.

2. Select the applicable user.
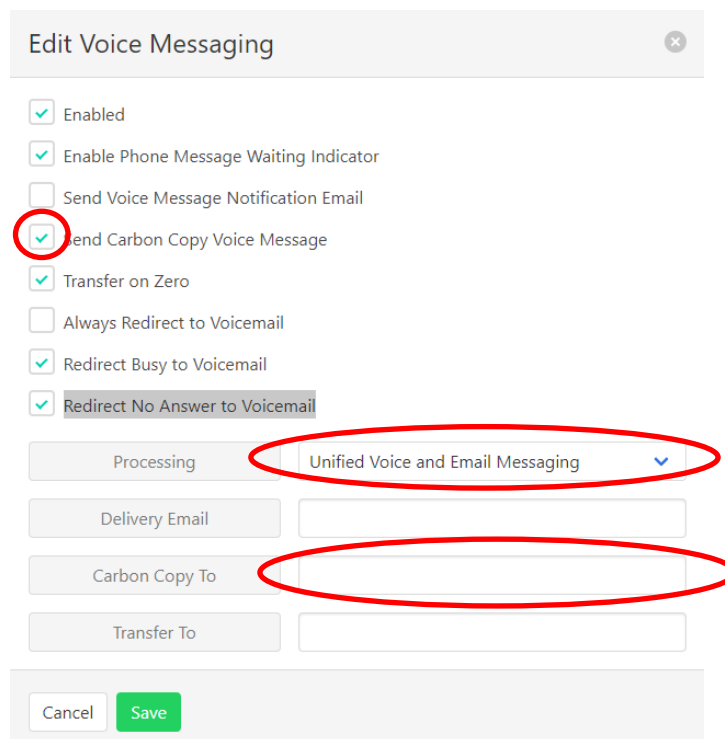
3. Click **Service Settings** in the left column navigation.

4. Select **Voice Messaging User** from the services list.

5. Select the **Settings** tab and click the gear icon
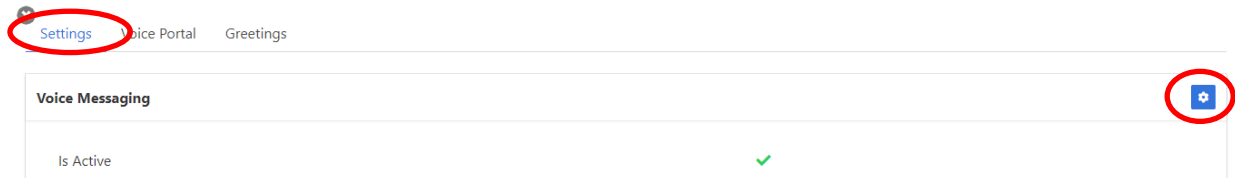
6. Configure voicemail settings:

- If delivering to both Unified Messaging AND email:

    a. Enable the **Send Carbon Copy Voice Message** option

    b. Set *Processing* to **Unified Voice and Email Messaging**

    c. For the *Carbon Copy To* field, enter **transcribe@vm.kmvoice.com**

- If delivering ONLY to email:

   a. Set *Processing* to **Delivery to Email Address Only**

   b. For the *Delivery Email* field, enter **transcribe@vm.kmvoice.com**

7. Click **Save** to retain changes.