

# 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.

Dashboard / Service Providers / AllCoveredSP / Groups / demo-lab-dev

Provisioning	Group Services	Management	Users
<input type="text" value="search"/> Delete Group Device Configuration	<input type="text" value="search"/> Auto Attendant Call Center	<input type="text" value="search"/> Administrators Announcements	<input type="text" value="search"/> Conference Room Conference Two

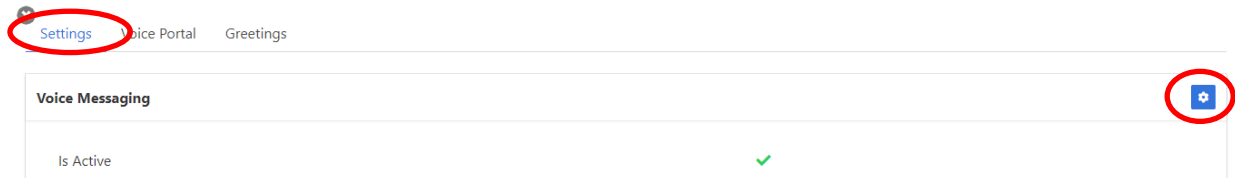
2. Select the applicable user.

Dashboard / Service Providers / AllCoveredSP / Groups / demo-lab-dev

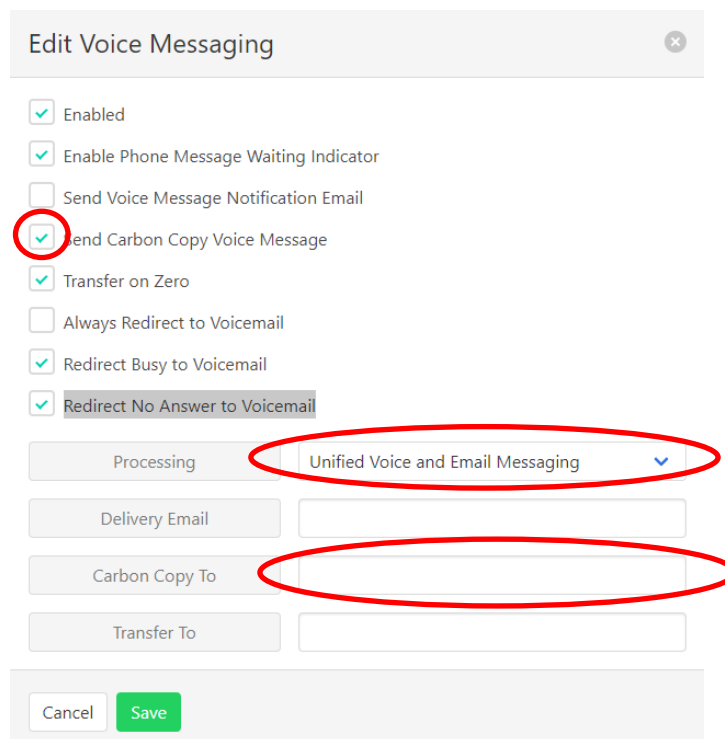
Provisioning	Group Services	Management	Users
<input type="text" value="search"/> Delete Group Device Configuration Devices Group Services	<input type="text" value="search"/> Auto Attendant Call Center Call Park Call Pickup	<input type="text" value="search"/> Administrators Announcements Bulk Provisioning Business Profile	<input type="text" value="search"/> Conference Room Conference Two Test One Test Two



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**



Edit Voice Messaging

- Enabled
- Enable Phone Message Waiting Indicator
- Send Voice Message Notification Email
- Send Carbon Copy Voice Message
- Transfer on Zero
- Always Redirect to Voicemail
- Redirect Busy to Voicemail
- Redirect No Answer to Voicemail

Processing: Unified Voice and Email Messaging

Delivery Email:

Carbon Copy To:

Transfer To:

Cancel Save

- 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**

Edit Voice Messaging ✕

- Enabled
- Enable Phone Message Waiting Indicator
- Send Voice Message Notification Email
- Send Carbon Copy Voice Message
- Transfer on Zero
- Always Redirect to Voicemail
- Redirect Busy to Voicemail
- Redirect No Answer to Voicemail

Processing	Deliver To Email Address Only <span>▾</span>
Delivery Email	

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