

SpeechView FAQ: What are the methods to deliver a SpeechView transcription to Outlook?



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Introduction

This document describes two methods to display Cisco SpeechView transcriptions in Microsoft Outlook. SpeechView, a feature that can be purchased with Cisco Unity Connection, allows voice messages to be transcribed into text. The two service levels of SpeechView are:

- SpeechView Standard – A fully automated service without human intervention.
- SpeechView Professional – Human-assisted service with very high transcription accuracy.

What are the methods to deliver a SpeechView transcription to Outlook?

Configure Device Notification

This procedure describes how to configure device notification for a user:

1. Check the **Enabled** check box for the Simple Mail Transfer Protocol (SMTP) Notification Device.
2. Check the **Voice Messages** check box in the 'Send Transcription of Voice Messages' section.
3. Enter the email address of the recipient in the **To** text field under 'SMTP Settings.'

Notification Device	
<input checked="" type="checkbox"/> Enabled	
Display Name*	SMTP
Delay before the First Notification Attempt	0 minutes
<input type="checkbox"/> Repeat Notification if there are Still New Messages	
Notification Repeat Interval	0 minutes
Notify Me Of	
Event Type	Urgent Only
<input type="checkbox"/> All Messages	<input type="checkbox"/>
<input checked="" type="checkbox"/> All Voice Messages	<input type="checkbox"/>
<input checked="" type="checkbox"/> Dispatch Messages	<input type="checkbox"/>
<input type="checkbox"/> Fax Messages	<input type="checkbox"/>
<input type="checkbox"/> Calendar Appointments	
<input type="checkbox"/> Calendar Meetings	
Send Transcriptions of Voice Messages	
<input checked="" type="checkbox"/> Voice Messages	<input type="checkbox"/> Urgent Only
SMTP Settings	
To**	test@cisco.com
From	
Message Header	
Message Text	

Note: In order to have the 'Send Transcriptions of Voice Message' option available, the Class of Service assigned to a user must have the option 'Provide Transcriptions of Voice Messages (SpeechView)' checked.

This procedure describes how to synchronize the device notification with Unity Connection:

1. Go to Unity Connection Administration.
2. Navigate to *Users* > *user to be changed* > **Edit** > **Notification Devices**.

Note: This configuration sends a notification of a new voicemail message, then updates the notification with the transcription once completed. It does not include a copy of the voicemail .wav file.

Refer to the SMTP–Compatible Notification Devices section of the User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x for additional information.

Configure Single Inbox

You can configure a single inbox for a user and have the messages synchronized to the Exchange server:

- Exchange 2010 or 2007 uses Exchange Web Services.
- Exchange 2003 uses WebDav.

Once the transcription process is complete, the Outlook message is updated in order to include the transcription.

Note: Expect a delay between the time the voice message is seen in Outlook and the time the message is updated with the transcription. This is normal behavior.

Refer to the Configuring Cisco Unity Connection 9x and Microsoft Exchange for Unified Messaging section of the Unified Messaging Guide for Cisco Unity Connection Release 9.x for additional information.

Related Information

- *SpeechView for Unity Connection with Microsoft Exchange Configuration Example*
- *Technical Support & Documentation – Cisco Systems*

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