

Configure SpeechView for Unity Connection with Microsoft Office 365

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Introduction

This document describes the configuration of Cisco Unity Connection Release 12.5(1) Service Update 3 and later with Microsoft Office 365 in order to enable SpeechView voicemail transcription in a Cisco Unity Connection notification. While the screenshots are sourced from specific versions of Unity Connection and Microsoft Office 365, the concepts should apply to any earlier or later version of either product.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions:

- Unity Connection Release 12.5SU3 and later
- Microsoft Office 365

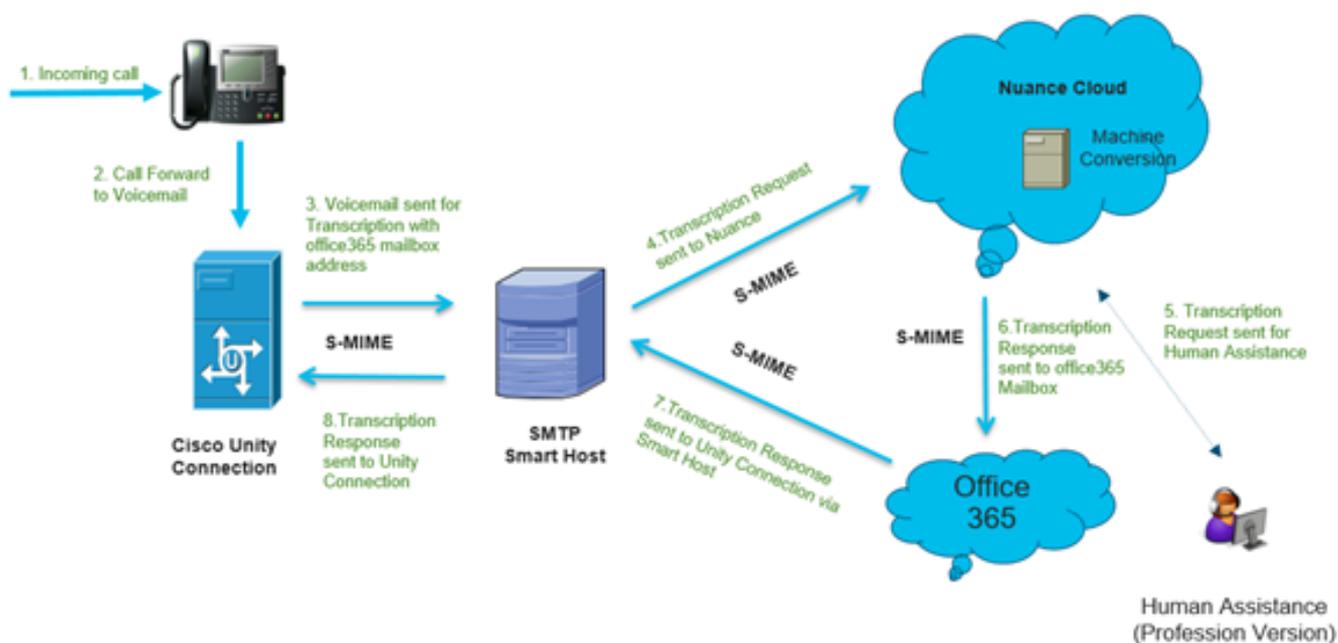
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

SpeechView Operation

1. Unity Connection sends the voicemail message to Nuance via the Smart Host. This message

- includes the admin-defined return SMTP address that Nuance uses for the reply.
- 2. Nuance transcribes the message and sends the transcription to Microsoft Office 365.
- 3. Microsoft Office 365 receives the response message and forwards it via Smart Host to contact with the email address of stt-service@<unity connection domain>.Unity Connection expects all SpeechView transcriptions to be sent to the alias "stt-service" at the Cisco Unity Connection SMTP domain, which in this example is "stt-service@<unity connection domain>."
- 4. When Unity Connection receives the response, it processes it accordingly. If it is a response to a registration request, it completes the registration, or if it is a transcription, it takes the transcription and sends it to whatever notification device(s) are defined for the user who received the voicemail.

Deployment Diagram



Configure

Step 1. Unity Connection Configuration

For Unity Connection configuration, refer to <https://www.cisco.com/c/en/us/support/docs/voice-unified-communications/speechview/116126-config-speechview-00.html#anc7>.

Step 2. Microsoft Office 365 Configuration

1. Login on Microsoft Office 365 as admin user. Click All Admin centres.
2. Open **Exchange Admin Center** and click on **mail flow**.
3. Navigate to the **Connectors** tab and configure new Connector to Unity Connection.
 - 3.1. Click **+** sign in order to add a connector as shown in the image.



STATUS	NAME	FROM	TO
On	STTConnector	Office 365	Partner organization
On	SMTP Relay	Your organization's email server	Office 365
On	Connector	Office 365	Partner organization
On	CUC Send Connector	Office 365	Your organization's email server

3.2. Enter connection details of the connector.

New Connector — Mozilla Firefox

https://outlook.office365.com/ecp/Connectors/ConnectorSelection.aspx?Ac

Select your mail flow scenario

Specify your mail flow scenario, and we'll let you know if you need to set up a connector. [Learn more](#)

From:

To:

Creating a connector is optional for this mail flow scenario. Create a connector only if you want to enhance security for the email messages sent between Office 365 and your partner organization or service provider. You can create multiple connectors for this scenario, each applying to different partner organizations or service providers. [Learn more about enhancing email security](#)

Office 365: Your cloud email subscription.

Your organization's email server: This is an email server that you manage. It's often called an on-premises server.

Partner organization: A partner can be an organization you do business with, such as a bank. It can also be a cloud email service provider that provides services such as archiving, anti-spam, and so on.

Internet: For inbound email, this refers to email that's sent from the Internet to Office 365 (not to your email server or partner organization). For outbound email, it refers

3.3. Click **Next** and enter name.

New Connector — Mozilla Firefox

https://outlook.office365.com/ecp/Connectors/OutboundConnector.aspx?c

New connector

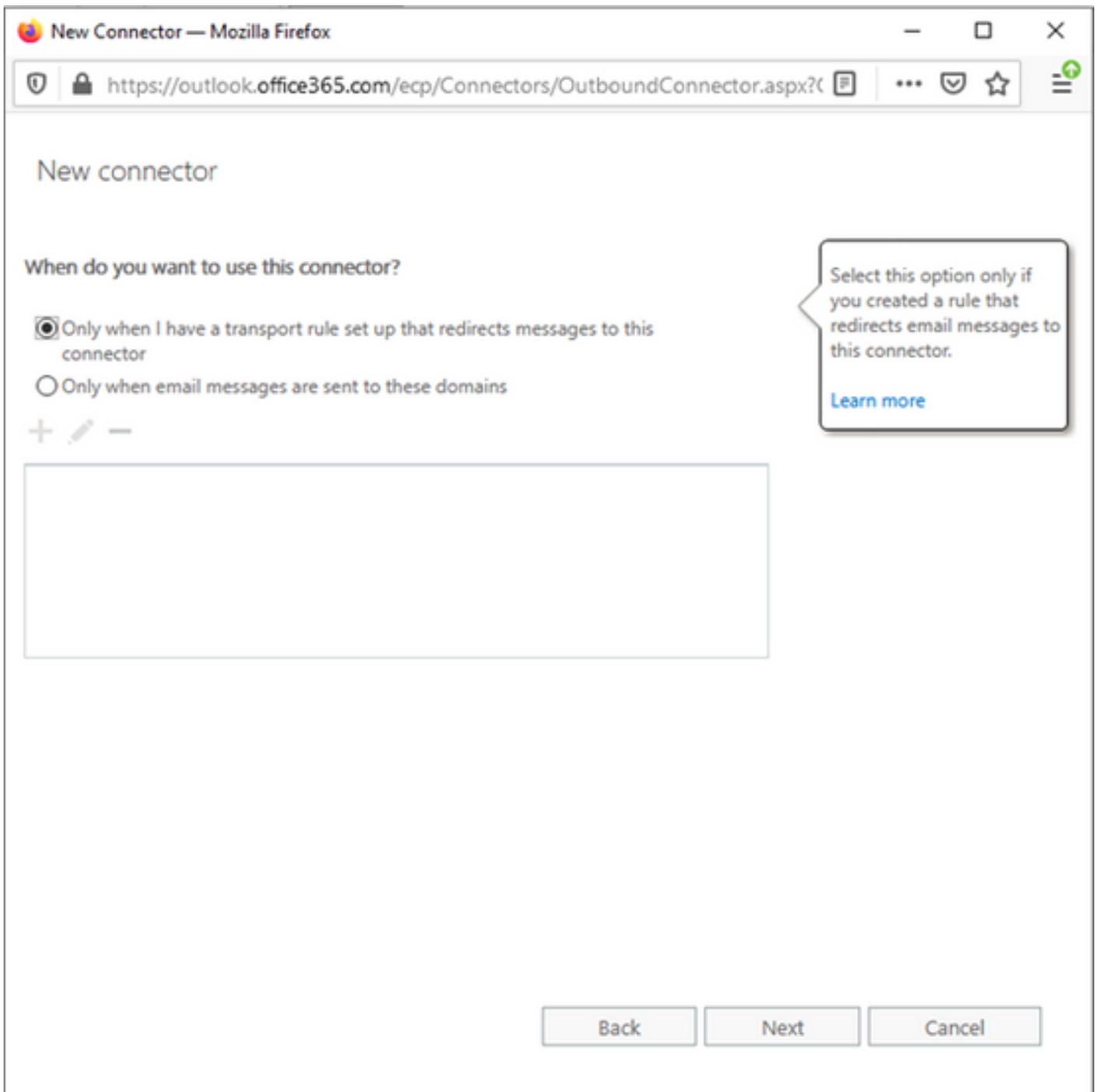
This connector enforces routing and security restrictions for email messages sent from Office 365 to your partner organization or service provider.

*Name:

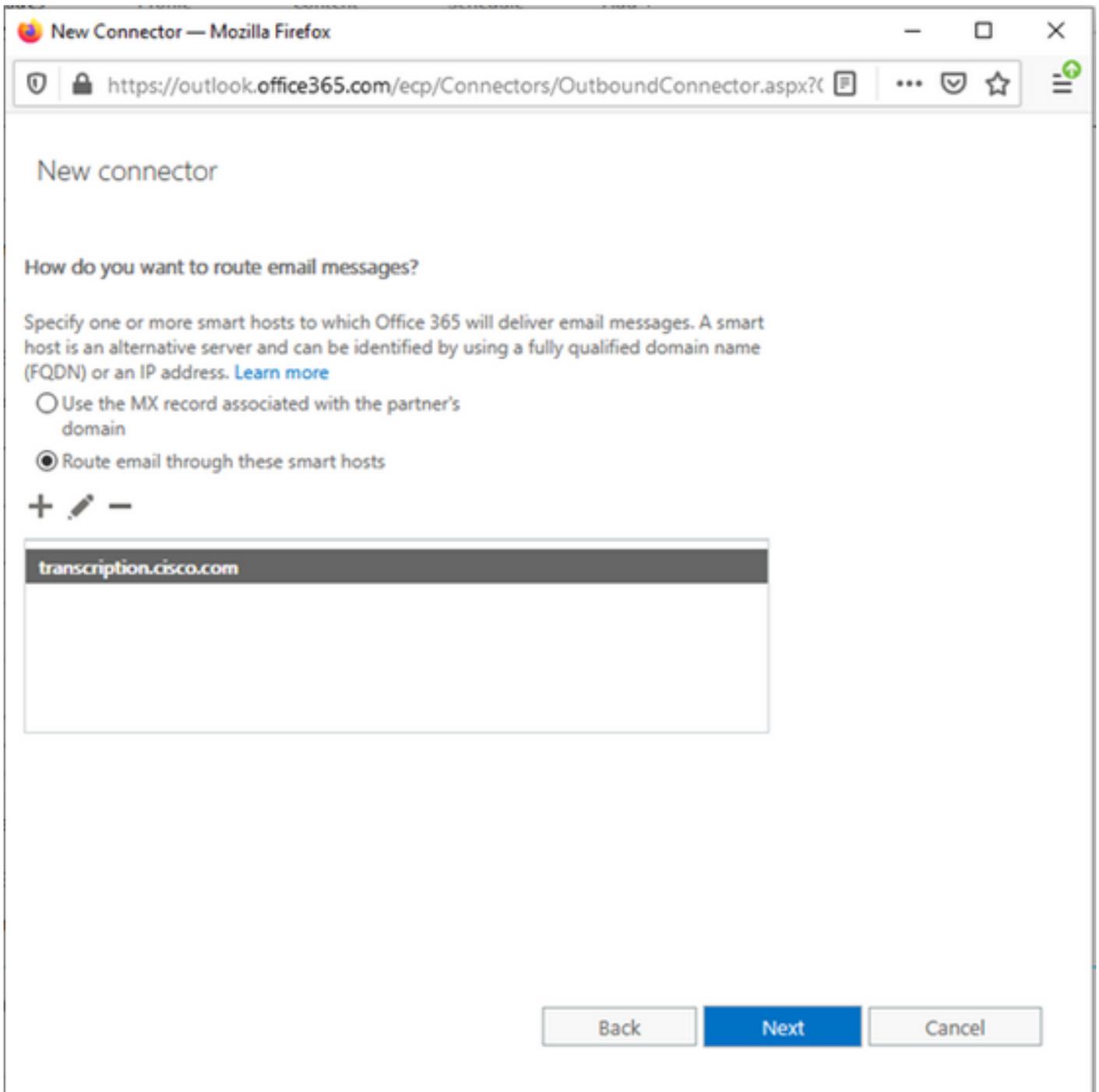
Description:

What do you want to do after connector is saved?
 Turn it on

3.4. Connector will be used along with Transport Rule. Select the first option as shown here.



3.5. Click **Next** and select the **Routing Pattern**. Since Smart Host is used to communicate with Microsoft Office 365 server to Unity Connection, select the second option **Route email through these smart hosts**. Add the details of Smart Host with the use of the **+** option.



3.6. Enter required security restrictions.

New Connector — Mozilla Firefox

https://outlook.office365.com/ecp/Connectors/OutboundConnector.aspx?k

New connector

How should Office 365 connect to your partner organization's email server?

Always use Transport Layer Security (TLS) to secure the connection (recommended)

Connect only if the recipient's email server certificate matches this criteria

Any digital certificate, including self-signed certificates

Issued by a trusted certificate authority (CA)

And the subject name or subject alternative name (SAN) matches this domain name:

Example: contoso.com or *.contoso.com

TLS is a security protocol that helps to encrypt and deliver email messages securely so no one except the sender and recipient can access or tamper with the message. If you select this option, messages will be rejected if the TLS connection isn't successful.

Back Next Cancel

3.7. Confirm your settings and click **Next**.

3.8. Specify the email address in case you want to validate the email address.

New Connector — Mozilla Firefox

https://outlook.office365.com/ecp/Connectors/OutboundConnector.aspx?c

New connector

Validate this connector

We'll validate this connector for you to make sure it works as expected, but first you'll need to provide one or more email addresses so we can send a test message.

Specify an email address for your partner domain. You can add multiple addresses if your partner has more than one domain.

+ ✎ -

Specify the email address or addresses you want to use to validate this connector.

Back Validate Cancel

4. Navigate to the Rules tab. Create one Rule.

new rule

Name:
Smart Host Rule

*Apply this rule if...
The recipient is... 'oAuth2@ciscomessagingalpha.onmicrosoft.com'
add condition

*Do the following...
X Redirect the message to... 'stt-service@cuc105.ucdemolab.com'
and
X Use the following connector... Unity Connection Connector
add action

Except if...
add exception

Properties of this rule:
 Audit this rule with severity level:
Not specified

Choose a mode for this rule:
 Enforce
 Test with Policy Tips
 Test without Policy Tips

Activate this rule on the following date:
Fri 3/5/2021 11:00 AM

Deactivate this rule on the following date:
Fri 3/5/2021 11:00 AM

Save Cancel

Rule describes the scenario in which whenever mail arrives on "oAuth2@ciscomessagingalpha.onmicrosoft.com" mailbox, message will be redirected to "stt-service@<unity connection domain>" with the use of "Unity Connection Connector".

Verify

There is currently no verification procedure available for this configuration.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.