

MiCollab Advanced Messaging 9.4 Transcription Administration Guide

For version 9.4 and above

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Preface

This guide explains how to obtain credentials from a transcription service provider to convert voicemail to text and how to add and configure the transcription service provider in MiCollab Advanced Messaging (MiCollab AM) 9.4, as well as how to configure MiCollab AM to use the Embedded Voicemail Transcription feature. In addition, this guide explains how to configure the Phrase Template XML file, depending on the type of messaging being used.

This guide is written for Mitel-certified administrators and technicians who are familiar with MiCollab Advanced Messaging (MiCollab AM) procedures and terminology, and the **MiCollab AM Admin** utility, including E-Mail Access and Server-Based Unified Messaging.

Before implementing any procedures in this guide, ensure that MiCollab AM software is installed and running successfully.

References

A catalog of technical documentation is included on the MiCollab AM Installation Media. If you are installing any advanced applications, such as Networking and Fax Server applications, you should refer to the appropriate technical documentation for application and installation information.

Documentation

The technical documentation is produced in the PDF format and requires the PDF reader to view it. The MiCollab AM Documentation Library includes the following documents and resources:

- **Administration Documentation.** Available as a PDF only. Contains the following:
 - **Administration Guides.** Available as a PDF only. Contains administrative guides for administrators about how to manage and configure the messaging system.
 - **Quick Reference Cards (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
 - **User Guides.** Available as a PDF only. Contains user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Server Documentation.** Available as a PDF only. Contains the following:
 - **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
 - **Installation and Configuration.** Available as a PDF only. Contains installation and configuration guides for server administrators about how to install and configure the messaging system.
 - **Integration Technical Notes (ITN).** Contains a set of guides that describe the integration methods and instructions for a variety of phone systems to work with MiCollab AM. The ITNs

are generally used by resellers or administrators who are experienced with MiCollab AM and familiar with the integration procedures and terminology.

- **Spare Parts Documentation.** Contains a set of guides that describe the instructions for installing and configuring hardware parts to work with MiCollab AM. These documents are written for Mitel-certified MiCollab AM technicians who are experienced with MiCollab AM and familiar with the procedures and terminology.
- **Software Release Notice (SRN).** This notice introduces the new features, capabilities, and hardware/software requirements for the corresponding MiCollab AM version.

Documentation Updates

Documentation updates may be available from the following sources:

- Mitel-certified technicians can view or download documents and program files from our partner web site: www.mitel.com

Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** by clicking the **Help** button in the dialog box or window in which you are working.

Document Conventions

The following conventions are used in this document:

- **Key Names.** Names of keys on the keyboard are shown in a box.

Example: **Enter**

When two keys must be pressed simultaneously, they are joined by a + sign.

Example: **Alt** + **Tab**

- **Reference to Document** Titles of other documents are shown in italics.

Example: See the *System Installation and Configuration Guide*.

- **User Interface (UI) Element Names.** Names of UI elements such as dialog boxes, windows, screens, menu items, tabs, buttons, and icons are shown in bold.

Example: On the **Startup** screen, click the **Start** icon.

- **User Input.** Information required to be typed is shown in italics.

Example: Type the password *voicemail*.

- **Warning, Caution, Important, and Notes.** Text for the contents that require attention are shown as follows:

WARNING A warning paragraph advises you of circumstances that can result in the loss of data, harm to the MiCollab AM System Server platform, or personal harm.

CAUTION Failure to follow these recommendations can result in unauthorized access to the system and consequent loss of data.

IMPORTANT An important paragraph gives decision-making information or informs you of the order in which tasks need to be completed.

NOTE A note gives additional information, provides an explanation, or indicates an exception to the information in the preceding text.

For more related documents, refer to the following list of references:

Table 1. References

Document Type	Document Title
Administration Documentation	<i>Mutare giSTT™ VoiceMail to Text Transcription Configuration Guide</i>
Administration Documentation	<i>SMS and Simple UM Administration Guide</i>
Online help	Online help topics: <i>Transcription tab</i> , <i>Transcription Service dialog box</i> , <i>Transcription Service Activity dialog box</i> , <i>Transcription User Activity dialog box</i> , <i>Understanding XML Phrase Message Template Files</i>

Overview

Message transcription allows audio voicemail messages to be transcribed to text. Transcribed messages can be sent out as an email to be viewed silently.

With MiCollab AM 8.x to 9.0, message transcription can be performed using either the Mutare giSTT transcription service provider or the VoiceBase transcription service provider (For more information, see the *Mutare giSTT™ VoiceMail to Text Transcription Configuration Guide* and the *SMS and Simple UM Administration Guide*). With these services, MiCollab AM utilizes message notification to send a copy of a voicemail message to Mutare or VoiceBase for transcription. The transcribed message is then sent to the subscriber's e-mail inbox.

While these service are still functional, with MiCollab AM 9.0 SU1 comes the added ability to enable embedded voicemail transcriptions using the following transcription service providers:

- Google™ Cloud Speech-to-Text
- Microsoft® Speech
- VoiceBase Speech

The Embedded Voice Message Transcription feature in MiCollab AM is for:

- subscribers who have E-Mail Access and Server-Based Unified Messaging (Unified Messaging for Microsoft Exchange, Unified Messaging for Office 365, Unified Messaging for IMAP, or Unified Messaging for Google Apps)

NOTE Unified Messaging for IBM Notes is not supported.

- subscribers using Short Message Service (SMS) over Simple Mail Transfer Protocol (SMTP) or Simple UM (local store)

With this feature enabled, audio voicemail messages are transcribed to text, which can be read via the subscriber's e-mail inbox.

With Embedded Voice Message Transcription, users can:

- Access transcriptions of voicemail messages in situations where making a phone call to retrieve the voicemail message or listening to an audio file would be inappropriate, such as in a meeting.
- Easily skip forward or backward to the content that matters most.
- Quickly access information presented in a voicemail message such as a phone number or an account number, without having to remember it or write it down.
- Search email for specific text that has been transcribed from a voicemail message.

The transcription is not performed on the voicemail server – it is done by a transcription service provider. After a caller leaves a voice message, and prior to the voicemail server sending the message to the recipient, the voicemail server uploads the audio recording to the selected transcription service provider (refer to "Priority" in [Adding a Transcription Service Provider Profile in MiCollab AM](#)) and waits for the transcription to complete.

NOTE A typical transcription is processed in approximately 30 seconds. The transcription process times out after the Transcription Timeout value is reached, which defaults to 5 minutes.

Once the transcription is complete, it is sent back to the voicemail server. Both the transcription and the audio recording are then combined into a single message and sent to the recipient(s).

The following diagram shows an overview of this process.

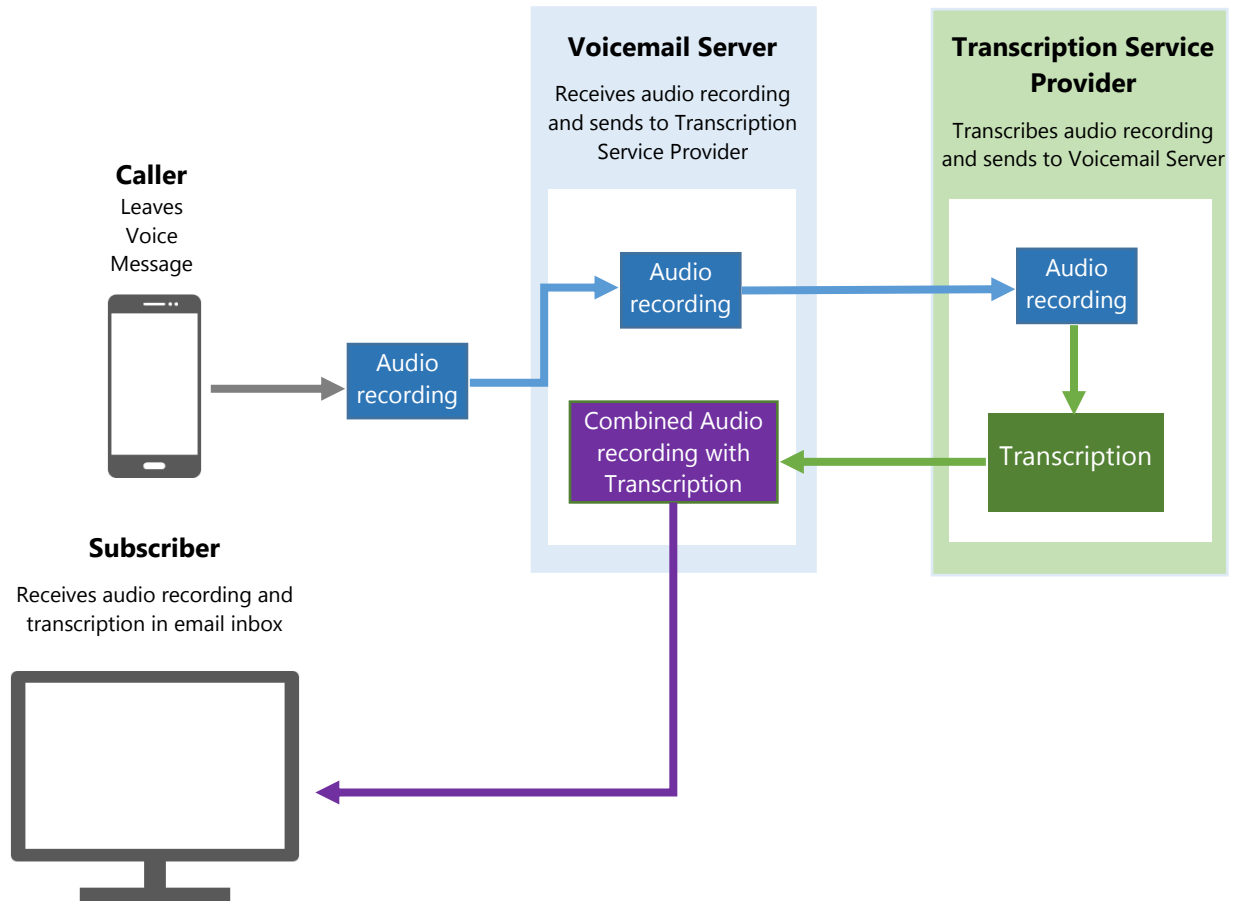


Figure 1. Embedded Voice Message Transcription in MiCollab AM Overview

Embedded Voice Message Transcription in MiCollab AM is enabled via the following steps:

- 1 Obtain credentials from the Transcription Service Provider.
- 2 Add and configure the Transcription Service Provider in MiCollab AM.
- 3 Test the Transcription Service.
- 4 Configure a MiCollab AM Subscriber mailbox and/or Mailbox Class of Service with the **Embedded Voice Messaging Transcription** feature.
- 5 Configure the Phrase Template XML File, depending on the type of messaging being used.

Obtaining Credentials from a Transcription Service Provider

The first step for enabling Embedded Voicemail Transcription in MiCollab AM is to set up an account with a transcription service provider. A transcription service provider does the actual transcription of the audio voicemail message, and sends the transcription back to MiCollab AM.

Embedded Voicemail Transcription in MiCollab AM works with the following transcription service providers:

- Google Cloud Speech
- Microsoft Speech
- VoiceBase Speech

You should determine which transcription service provider will work best to meet your company's requirement and objectives.

NOTE All three transcription service providers can transcribe a MiCollab AM audio voicemail message of any length (up to a maximum length of 45 minutes).

Obtaining Credentials for Google Cloud Speech

In order to use the Google Cloud Speech transcription service, you must set up a Google Account with billing enabled. The customer is billed monthly by Google for the transcription service, and pays Google directly.

The customer's MiCollab AM administrator then enters the service account credentials in the **MiCollab AM Admin** utility. The MiCollab AM administrator can also establish which users can use the transcription service from the same bank of pre-paid minutes.

To obtain credentials for Google Cloud Speech, you must complete the following steps:

- Create a new Project on the Google Cloud Platform Console
- Create a Bucket on the Storage dashboard
- Enable the Cloud Speech API for the Project
- Create a Service Account and save the JavaScript Object Notation (JSON) file that contains the Service Account Key

To obtain credentials for Google Cloud Speech:

- 1 Log on to <https://cloud.google.com/speech-to-text> and sign in with your company account information.

NOTE This account should have billing enabled. For information about how to enable billing on an existing Google account, from the Navigation menu, go to **Billing**.

- 2 Click the **Console** button or navigate to <https://console.cloud.google.com> and create a new project by clicking **Select a Project** > **New Project**.
 - a Enter a unique **Project Name**, set the **Location**, and then click **Create**.
 - b Copy the **Google Cloud Project ID** which will be used later for configuring MiCollab AM.
- 3 From the Navigation menu, go to **Storage** > **Browser**, and then click **Create bucket**.
 - a Enter the **Name** and select the **Default storage class** (either **Multi-Regional** or **Regional**), and then click **Create**.
 - b Copy the **Google Cloud Bucket Name** which will be used later for configuring MiCollab AM.
- 4 From the Navigation menu, go to **APIs & Services** > **Dashboard**, and then **Enable APIs**.
 - a Search for the **Cloud Speech API**, and then select it.
 - b Click **Enable** on the Cloud Speech API page.

NOTE The **Cloud Speech API** will appear in the list of APIs on the Dashboard.

- 5 From the Navigation menu, go to **APIs & Services** > **Credentials**.
 - a From the **Create credentials** drop-down list, select **Service account key**.
 - b Select the type of **Service account** from the drop-down list (**New service account**).
 - c Enter a **Service account name**, and then assign the role of **Owner**. The **JSON** Key type is selected by default.
 - d Click **Create**. A JSON file containing a private key is automatically saved to your computer.
 - e Save the JSON file to a place where you can easily upload it to the MiCollab AM server.
- 6 Proceed to [Configuring the Google Cloud Speech Transcription Service Provider Profile](#).

Obtaining Credentials for Microsoft Speech

In order to use the Microsoft Speech transcription service, you need to obtain the Microsoft Speech key through your Microsoft Azure account. The customer is billed monthly by Microsoft for the transcription service, and pays Microsoft directly.

NOTE The following procedure describes how to obtain the Microsoft Speech key through an existing Microsoft Azure account. For more information about how to obtain the Microsoft Speech key using another account, contact Microsoft.

To obtain the Microsoft Speech key:

- 1 Log in to <https://portal.azure.com> with an account that has billing enabled. For more information about how to set up an account with billing enabled, contact Microsoft.
- 2 On the Microsoft Azure Dashboard, navigate to the **Marketplace** and search for the **Speech API**.
- 3 Select the **Speech** and then click **Create**.
- 4 On the **Create** page, fill out the fields as your site requires, and then click **Create**. The Microsoft Speech key is available in your **Subscriptions**.
- 5 Select the Microsoft Speech key under **All resources** and then click **Keys** to display your keys.
- 6 Copy the Microsoft Speech key which will be used when for [Configuring the Microsoft Speech Transcription Service Provider Profile](#).

Obtaining Credentials for VoiceBase Speech

Mitel customers can purchase transcription subscriptions via Mitel for VoiceBase transcription services..

The Mitel Helpdesk sets up the account with VoiceBase and provides the VoiceBase credentials (token) to the Mitel customer. The customer's MiCollab AM administrator uses the token they receive from the Mitel Helpdesk and enters it into the **MiCollab AM Admin** utility (refer to [Configuring the VoiceBase Speech Transcription Service Provider Profile](#)). The MiCollab AM administrator can also establish which users can use the transcription annual subscription service.

Adding a Transcription Service Provider Profile in MiCollab AM

Before you add a transcription service provider profile in MiCollab AM, you must first set up an account with a Transcription Service Provider. For more information, refer to [Obtaining Credentials from a Transcription Service Provider](#).

After you have set up an account with a Transcription Service Provider, you must then add the Transcription Service Provider in MiCollab AM Administration System Configuration. All of the configuration data must be completed before it can be added.

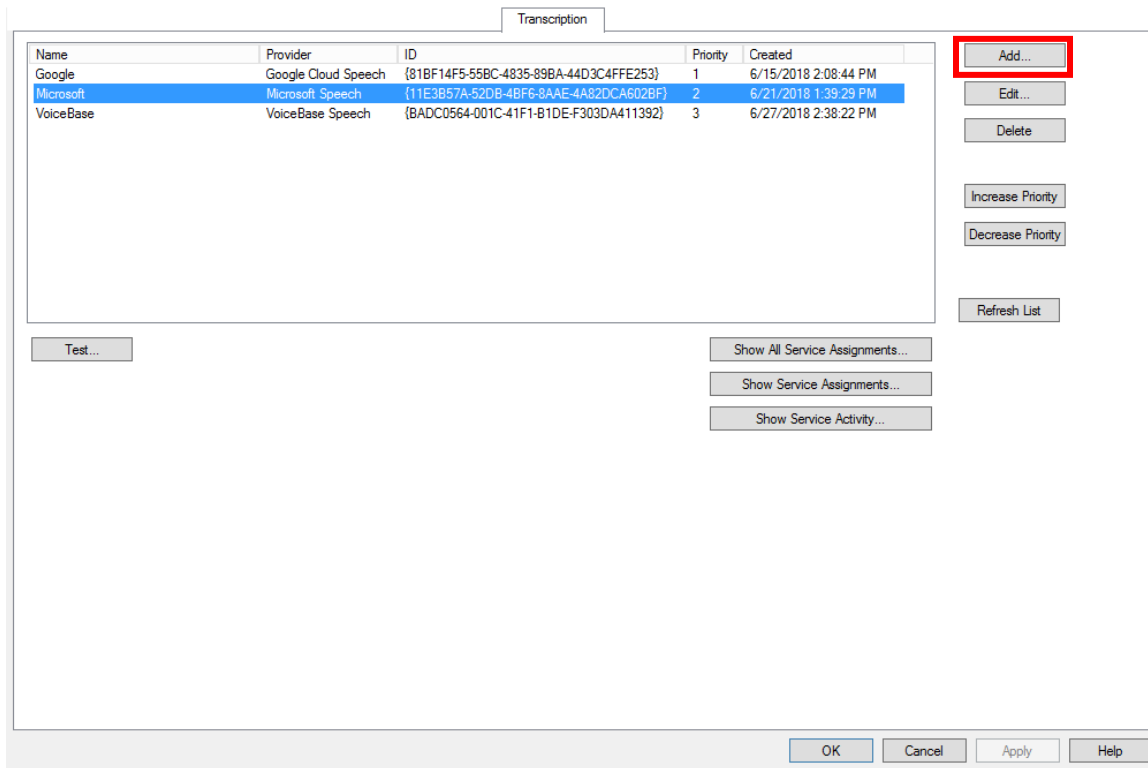
NOTE Transcriptions via the Microsoft Speech transcription service provider are supported only for systems running Windows Server 2012 R2, Windows Server 2016 (Server with Desktop Experience), Windows Server 2019 (Server with Desktop Experience), or Windows Server 2022 (Server with Desktop Experience).

You may add multiple transcription service profiles using the same or different provider as long as you have added them with the Transcription Service Provider in the previous section.

- Adding multiple profiles of the same provider might be useful if separating groups of transcription users for billing purposes. However, you must not share a provider account in multiple profiles.
- Adding multiple profiles for different providers might be useful for comparing services.
- Providers are prioritized so that when a message is sent to multiple recipients using multiple profiles, the highest priority (lowest number) profile is selected. The priorities can be easily changed using the **Increase Priority** and **Decrease Priority** buttons.

To add a Transcription Service Provider Profile:

- 1 Start the **Admin** utility and log on using your administrator's name and password.
- 2 From **MiCollab AM Admin**, go to **Configuration > System** and then select the **Transcription** tab.



- 3 Click **Add**. The **Transcription Service** dialog box appears.
- 4 Configure the **Transcription Service** dialog box as appropriate for the site, and then click **OK** to close the dialog box. Refer to [Configuring the Google Cloud Speech Transcription Service Provider Profile](#), [Configuring the Microsoft Speech Transcription Service Provider Profile](#), and [Configuring the VoiceBase Speech Transcription Service Provider Profile](#).
- 5 [Optional] Change the priority of a transcription service provider:
 - a Click the **Increase Priority** button to increase the priority of the selected transcription service provider by 1.
 - b Click the **Decrease Priority** button to decrease the priority of the selected transcription service provider by 1.
- 6 Click **OK** to close the **Transcription Service** dialog box.
- 7 On the **Transcription** tab, click **Apply**, and then click **OK**.

Once the Transcription Service Provider is configured in MiCollab AM, you can then configure individual subscriber mailboxes (and/or the Mailboxes Class of Service) to enable voicemail transcription. Refer to [Configuring MiCollab AM](#).

Configuring the Google Cloud Speech Transcription Service Provider Profile

To configure the Google Cloud Speech Transcription Service Provider Profile:

- 1 In the **Transcription Service** dialog box, select **Google Cloud Speech** from the **Provider** drop-down list.

- 2 Enter a unique **Display Name** to identify the transcription service provider.

NOTE This is the name that is shown in most dialogs including when assigning a transcription service provider to a subscriber, so the name must be concise but meaningful.

- 3 In the **Transcription Timeout (minutes)** field, specify the amount of time, from 1 to 30 minutes, that the system should wait for a response before ending the transcription attempt. The default is 5 minutes.
- 4 In the **Transcription Activity Log Retention (days)** field, specify the amount of time, from 45 to 500 days, that the system should retain the Transcription Activity Log. The default is 90 days.
- 5 Enter the name for your Google Cloud Project in the **Google Cloud Project ID** field. For more information about how to obtain the Google Cloud Project ID, consult the Google Cloud documentation, or refer to [Obtaining Credentials for Google Cloud Speech](#).
- 6 Enter the bucket name for your Google Cloud Project in the **Google Cloud Bucket Name** field. For more information about how to obtain this name, refer to [Obtaining Credentials for Google Cloud Speech](#).
- 7 Click the **Load Service Account** button and then select the JSON file that contains the key for your **Google Cloud Speech Service Account**. A portion of the key will appear in the in the **Google Cloud Speech Service Account Key** field for identification and security reasons. For more information about how to obtain the JSON file, refer to [Obtaining Credentials for Google Cloud Speech](#).
- 8 Click **OK**.

NOTE The **OK** button is disabled until all fields are configured.

Configuring the Microsoft Speech Transcription Service Provider Profile

To configure the Microsoft Speech Transcription Service Provider Profile:

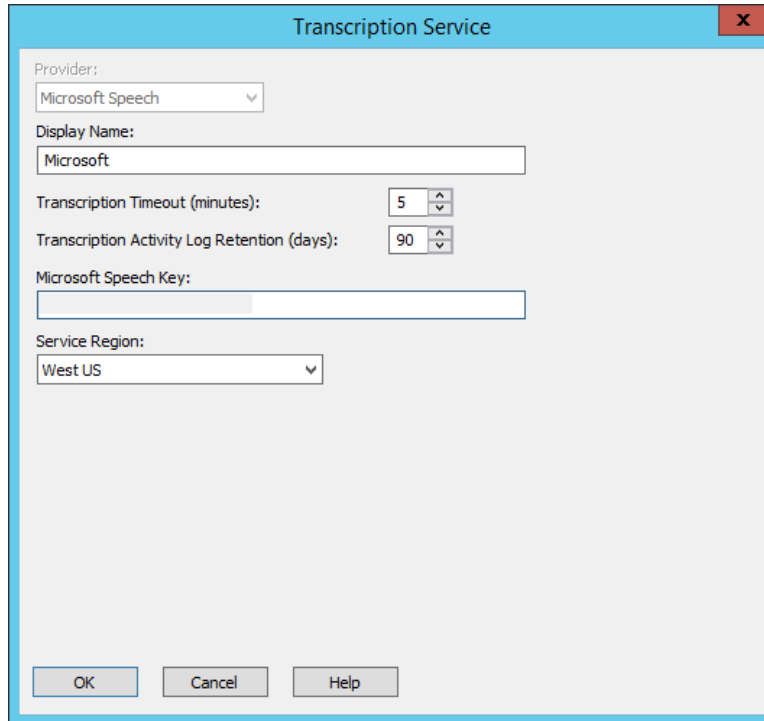
- 1 In the **Transcription Service** dialog box, select **Microsoft Speech** from the **Provider** drop-down list.
- 2 Enter a unique **Display Name** to identify the transcription service provider.

NOTE This is the name that is shown in most dialogs including when assigning a transcription service provider to a subscriber, so the name must be concise but meaningful.

- 3 In the **Transcription Timeout (minutes)** field, specify the amount of time, from 1 to 30 minutes, that the system should wait for a response before ending the transcription attempt. The default is 5 minutes.
- 4 In the **Transcription Activity Log Retention (days)** field, specify the amount of time, from 45 to 500 days, that the system should retain the Transcription Activity Log. The default is 90 days.
- 5 Enter the Microsoft Speech key in the **Microsoft Speech Key** field. For more information about how to obtain this key, consult the Microsoft Speech documentation or refer to [Obtaining Credentials for Microsoft Speech](#). After saving the profile, only a portion of this key will be shown for identification and security reasons.

- 6 Select the **Service Region** that matches the **Location** you selected when you created the Microsoft Speech key on your Microsoft Azure account (refer to [Obtaining Credentials for Microsoft Speech](#)).
- 7 Click **OK**.

NOTE The **OK** button is disabled until all fields are configured.



Configuring the VoiceBase Speech Transcription Service Provider Profile

To configure the VoiceBase Speech Transcription Service Provider Profile:

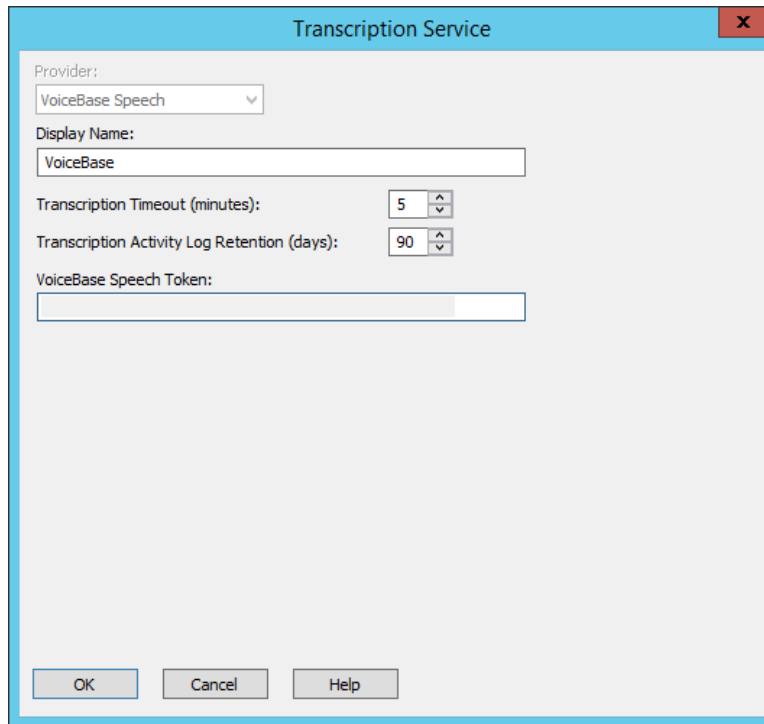
- 1 In the **Transcription Service** dialog box, select **VoiceBase Speech** from the **Provider** drop-down list.
- 2 Enter a unique **Display Name** to identify the transcription service provider.

NOTE This is the name that is shown in most dialogs including when assigning a transcription service provider to a subscriber, so the name must be concise but meaningful.

- 3 In the **Transcription Timeout (minutes)** field, specify the amount of time, from 1 to 30 minutes, that the system should wait for a response before ending the transcription attempt. The default is 5 minutes.
- 4 In the **Transcription Activity Log Retention (days)** field, specify the amount of time, from 45 to 500 days, that the system should retain the Transcription Activity Log. The default is 90 days.

- 5 Enter the token for your VoiceBase Speech account in the **VoiceBase Speech Token** field. For more information about how to obtain this token, consult the VoiceBase Speech documentation or refer to [Obtaining Credentials for VoiceBase Speech](#). After saving the profile, only a portion of this token will be shown for identification and security reasons.
- 6 Click **OK**.

NOTE The **OK** button is disabled until all fields are configured.



The screenshot shows a dialog box titled "Transcription Service" with a close button (X) in the top right corner. The dialog contains the following fields and controls:

- Provider:** A dropdown menu with "VoiceBase Speech" selected.
- Display Name:** A text input field containing "VoiceBase".
- Transcription Timeout (minutes):** A numeric input field with "5" and up/down arrow buttons.
- Transcription Activity Log Retention (days):** A numeric input field with "90" and up/down arrow buttons.
- VoiceBase Speech Token:** A text input field that is currently empty.

At the bottom of the dialog are three buttons: "OK", "Cancel", and "Help". The "OK" button is disabled (grayed out).

Manually Configuring a Proxy Server for the Transcription Service Provider

You can manually configure a proxy server to connect to the Transcription Service Provider.

To manually configure a proxy server:

- 1 Navigate to the folder where the Telephony Server is installed (D:\CX\Bin) and create a new file called **WebProxyConfig.xml**.
- 2 Edit the **WebProxyConfig.xml** configuration file in Notepad (or any XML/text editor) adding the following Application Settings values:
 - a **Host** – Enter the host name for the Proxy server.
 - b **Port** – Enter the port number for the Proxy server.
 - c **User** – Enter the username of the Proxy server.

d Password – Enter the password mapped with the username.

The following example shows the Proxy configuration parameters.

```
<webproxyconfig>  
  <host></host>  
  <port></port>  
  <user></user>  
  <password></password>  
</webproxyconfig>
```

- 3** Save and close the configuration file.

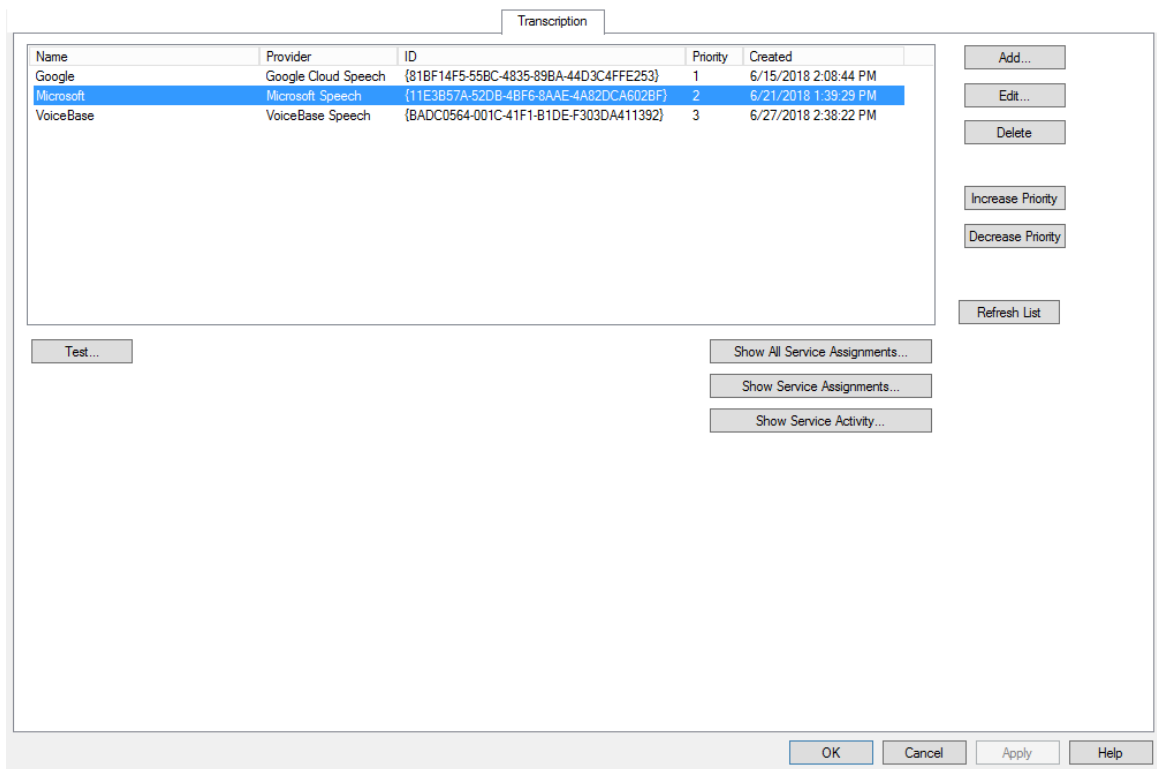
Testing the Transcription Service

After you have added and configured a Transcription Service Provider in MiCollab AM Administration System Configuration, you should determine whether the transcription service is configured properly by testing a sample audio file on the **Transcription Service Test** dialog box.

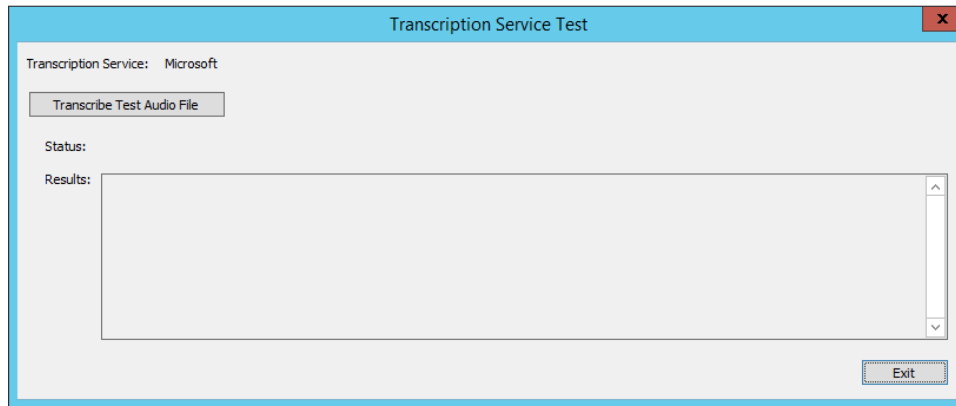
NOTE Standard transcription charges for the test audio file will apply.

To test the Transcription Service:

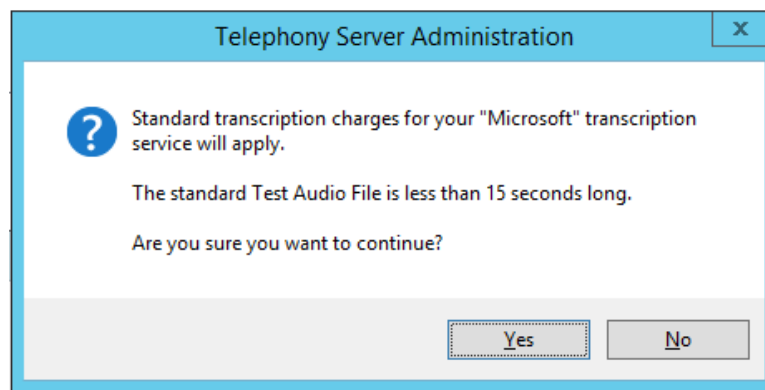
- 1 On the **Transcription** tab, select the Transcription Service Provider.



- 2 Click the **Test** button. The **Transcription Service Test** dialog box appears.



- 3 Click the **Transcribe Test Audio File** button. A dialog box appears, informing you that you will be charged a transcription service fee for this test through your transcription service provider.



- 4 Click **Yes** to continue. If you click **No**, the transcription of the test audio file will not be run.

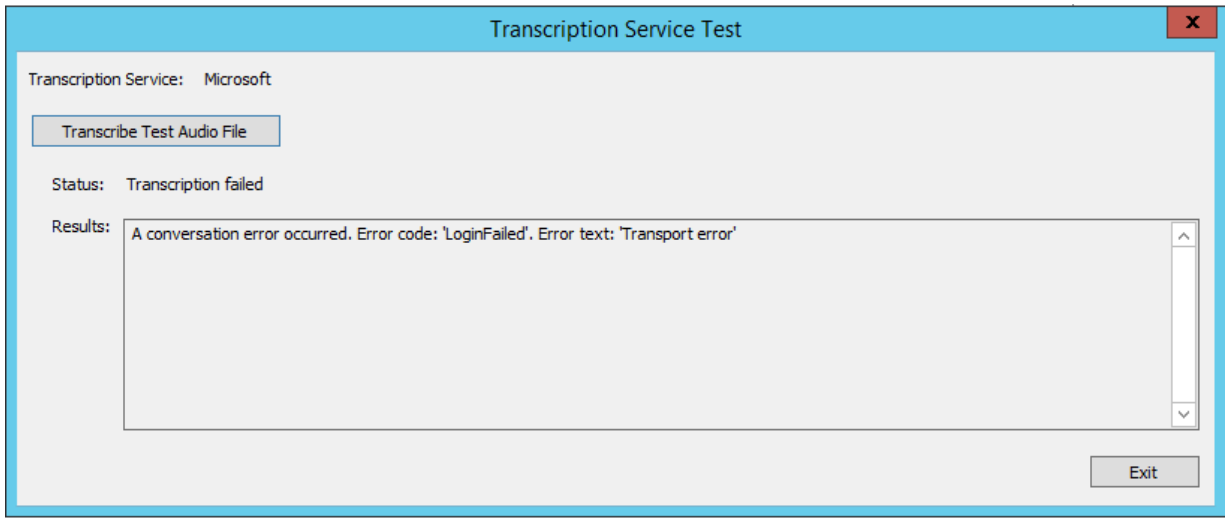
NOTE The test audio file is a .WAV file using en-US (United States English) as the culture.

- 5 The **Status** will change from **Transcription in progress** to **Transcription completed**. The results of the transcription will appear in the **Results** box.

If the transcription is successful, you will see the transcription of the audio file in the **Results** box.



If the transcription fails, an error will appear in the **Results** box. You may need to double-check your credentials and try again. You may also check the error in the Windows Event Viewer.



- 6 Click **Exit** to close the dialog box.
- 7 Proceed to [Configuring MiCollab AM](#).

Editing a Transcription Service Provider Profile in MiCollab AM

After you have added a Transcription Service Provider in MiCollab AM Administration System Configuration, you can make further edits using the **Edit** button.

To edit a Transcription Service Provider Profile:

- 1 Start the **Admin** utility and log on using your administrator's name and password.
- 2 From the menu bar, select **Configuration > System**, and then select the **Transcription** tab.
- 3 Select the transcription service provider to edit from the list.
- 4 Click the **Edit** button. The **Transcription Service** dialog box appears.
- 5 Make the desired changes in the **Transcription Service** dialog box, and then click **OK**.

NOTE For detailed information about configuring transcription service providers, refer to the following sections: [Configuring the Google Cloud Speech Transcription Service Provider Profile](#), [Configuring the Microsoft Speech Transcription Service Provider Profile](#), [Configuring the VoiceBase Speech Transcription Service Provider Profile](#).

- 6 On the **Transcription** tab, click **Apply**, and then click **OK**.

Deleting a Transcription Service Provider Profile

NOTE If you delete a Transcription Service Provider, the associated transcription events will also be deleted.

To delete a Transcription Service Provider Profile:

- 1 Start the **Admin** utility and log on using your administrator's name and password.
- 2 From the menu bar, select **Configuration > System**, and then select the **Transcription** tab.
- 3 Select the transcription service provider to delete from the list.
- 4 Click the **Delete** button.

NOTE If the transcription service is currently in use by a subscriber, you will receive a warning message. Select the **Show Service Assignments** button to see the mailbox(es) that are using the selected transcription service provider. You must remove the use of transcription

service provider from the affected mailbox(es) before you can delete the transcription service provider profile from the System Configuration.

- 5 Click **Yes** to approve the deletion.
- 6 On the **Transcription** tab, click **OK**.

Configuring MiCollab AM

After [Obtaining Credentials from a Transcription Service Provider](#) and [Adding a Transcription Service Provider Profile in MiCollab AM](#), you can configure either a Subscriber Mailbox or multiple Subscriber Mailboxes in a Mailbox Class of Service to use a selected transcription service. In both cases, configuration is done via the **Features** tab.

Configuring a Subscriber Mailbox

To configure a subscriber mailbox:

- 1 Log in to **MiCollab AM Admin**.
- 2 In **MiCollab AM Admin**, double-click the subscriber mailbox that will be configured for Embedded Voice Message Transcription.
- 3 Click the **Features** tab.

The screenshot displays the 'Features' tab in the MiCollab AM Admin interface. The interface is divided into several sections with various configuration options. A red rectangle highlights the 'Embedded Voice Message Transcription Service' section, which includes the following settings:

- Service: Google (selected from a dropdown)
- ☒ Enable
- ☒ Let user see and configure setting
- ☐ Transcribe Urgent Messages
- ☐ Transcribe Private Messages

Other visible sections include:

- Network Priority:** Regular (selected from a dropdown)
- Callouts:** Allow trunk to trunk reply (unchecked), Extension (checked), Local (checked), International (unchecked), Long Distance (Yes/No/Specific radio buttons, No selected), 1) [], 2) [], 3) []
- Messaging User License:** ☒ Messaging User, Available Licenses: Unlimited
- Messages:** Accept Messages: After Setup (selected from a dropdown), Msg Retention: 10 (selected from a dropdown), Unlimited (unchecked), Outside Caller Message Limits: Msg Count: 20 (selected from a dropdown), Unlimited (checked), Msg Length (sec): 999 (selected from a dropdown), Use System Default (checked)
- Private Message Restrictions:** ☐ Include Original Message on Reply, ☐ Restrict from Auto Forwarding, ☒ Restrict as a Notification Attachment
- MWI:** ☐ Enable MWI, ☐ Current MWI, Clear MWI Mode: Empty (radio button), First (radio button, selected), All (radio button)
- Directory User License:** ☒ Directory User, Available Licenses: Unlimited
- Directories:** ☒ Subscriber Directory, ☒ Auto Attendant Directory
- Auto Attendant:** Call Blocking: ☐ Enable, ☒ Let user see and configure setting
- Call Screening:** ☐ Enable (when Availability not in use), ☒ Let user see and configure setting, ☒ Play Recording Help Prompt
- Transfer Type:** Default (selected from a dropdown)
- Announcement:** Long (radio button), Short (radio button, selected), None (radio button)
- Distribution Lists:** ☒ Allow Msgs to Distribution Lists
- Personal Greetings:** ☐ Purge Standard Greeting Daily
- TeamQ Role:** None (radio button, selected), Supervisor (radio button), Agent (radio button), TeamQ Supervisor Available Licenses: 0, TeamQ Agent Available Licenses: 6
- Personal Assistant Features:** ☒ Record Missed Calls

At the bottom of the window are buttons for OK, Cancel, and Help.

- 4 In the **Embedded Voice Message Transcription Service** group, select **Let user see and configure setting** to allow the subscriber to enable Embedded Voice Message Transcription. This check box is cleared by default.
- 5 From the **Service** drop-down list, select the transcription service provider that has been added and configured on the MiCollab AM Admin System Configuration **Transcription** tab. For more information, refer to [Adding a Transcription Service Provider Profile in MiCollab AM](#).
- 6 Select the **Enable** check box to enable (turn on) Embedded Voice Message Transcription. This check box is cleared by default.
- 7 Select **Transcribe Urgent Messages** if you want to transcribe messages marked "Urgent". This check box is cleared by default. If any recipient of a message has this setting selected, it is assumed to be selected for all recipients and all recipients will receive the transcription. Because the transcription process will delay the delivery of the message to the user, some users will prefer not to wait on the transcription process for urgent messages.
- 8 Select **Transcribe Private Messages** if you want to transcribe messages marked "Private". This check box is cleared by default. If any recipient of a message has this setting selected, it is assumed to be selected for all recipients and all recipients will receive the transcription.

NOTE Private messages are not transcribed when the **Message Storage Location** is set to **External** and **Keep Private Messages Local** is selected in the **Tenant Summary** dialog box of the **Tenant** tab in MiCollab AM Configuration.

- 9 Click **OK**.

Configuring a Mailbox Class of Service

To configure a Mailbox Class of Service:

- 1 Log in to **MiCollab AM Admin**.
- 2 In **MiCollab AM Admin**, double-click the Mailbox Class of Service that will be configured for Embedded Voice Message Transcription.
- 3 Click the **Features** tab.

- 4 In the **Embedded Voice Message Transcription Service** group, select **Let user see and configure setting** to allow the Mailbox COS to enable Embedded Voice Message Transcription. This check box is cleared by default.
- 5 From the **Service** drop-down list, select the transcription service provider that has been added and configured on the MiCollab AM Admin System Configuration **Transcription** tab. For more information, refer to [Adding a Transcription Service Provider Profile in MiCollab AM](#).
- 6 Select the **Enable** check box to enable (turn on) Embedded Voice Message Transcription. This check box is cleared by default.
- 7 Select **Transcribe Urgent Messages** if you want to transcribe messages marked "Urgent". This check box is cleared by default.
- 8 Select **Transcribe Private Messages** if you want to transcribe messages marked "Private". This check box is cleared by default.
- 9 Click **OK**.

Configuring Phrase Template XML Files

Phrase Template XML files are used to modify the language, message header, or body text of SMS and e-mail messages generated by MiCollab AM to subscribers. Phrase templates are used when generating messages

from the following MiCollab AM sources:

- Unified Messaging (Google Apps, IMAP, Microsoft Exchange, Microsoft Office 365)
- Integrated Client Access (ICA)
- SMS over STMP and Simple UM

When you are configuring these features for subscribers, you must customize the default phrase template files so that, in addition to viewing the telephone number, web site, or e-mail address that is specific to the site, messages sent to subscribers also contain the transcription of the audio message.

Default phrase template files are provided in the System Server software for each type of notification message MiCollab AM sends to subscribers. You can manage phrase template files using the Phrase Templates

Manager in **MiCollab AM Admin**. The Phrase Template Manager enables you to save, copy, rename, and delete

phrase templates. In addition, you can import and export a selected phrase template.

For more information on the syntax and structure of XML Phrase Message templates, refer to the online help topic, *Understanding XML Phrase Message Template Files*.

The following sections describe how to modify a Phrase Template XML file depending on the type of messaging being used.

NOTE The **Primary Message Template** field on the **E-mail** tab of the Subscriber mailbox is used to define the message template for Unified Messaging and Integrated Client Access (ICA) only. To specify a message template for SMS over STMP or Simple UM, select the related provider profile from the **SMS/SMTP** tab of System Configuration, and then click **Edit** to configure the related message template.

Unified Messaging

Subscribers who use server-based Unified Messaging (Unified Messaging for Google Apps, Unified Messaging for IMAP, Unified Messaging for Microsoft Exchange, and Unified Messaging for Microsoft Office 365) can see the transcription in the body of the e-mail message and play the attached audio message.

NOTE Subscribers who use Unified Messaging for Microsoft Exchange and Unified Messaging for Microsoft Office 365 with the Outlook voice form installed can view the transcription in a new "Transcription" text box in the form. An example of this is shown in the section [Unified Messaging with Outlook Voice Form](#).

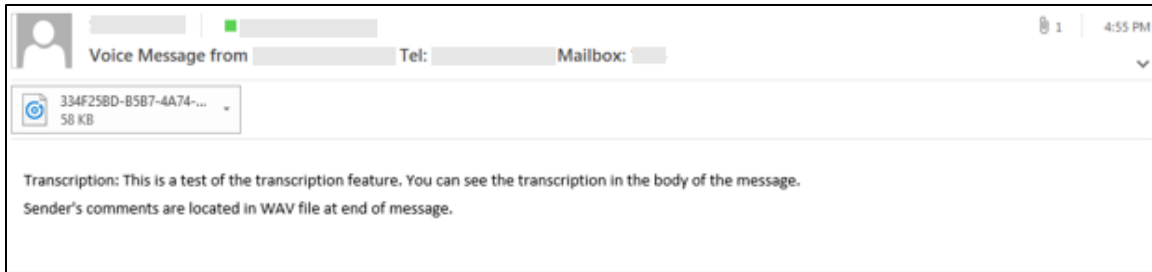


Figure 2. Unified Messaging Transcription Message Example

The phrase template file associated with this type of messaging is **DefaultPrimaryMessage.xml**. Regardless of which phrase template file is being used for constructing the normal body of a Voice Message email, no further modifications are needed in order to support transcriptions.

Starting with MiCollab AM 9.0 SU1, a new phrase template file has been added to the following MiCollab AM directory:

...\\CX\\tenant-data\\<tenantID>\\templates\\phrases\\DefaultMessageTranscription.xml.

This phrase template file is used in conjunction with the body phrase template file to make the body that includes the transcription.

NOTE **DefaultMessageTranscription.xml** includes definitions for all supported language cultures.

When a message is forwarded via e-mail, the transcription introduction is presented in the body of the message first, followed by the original transcription.

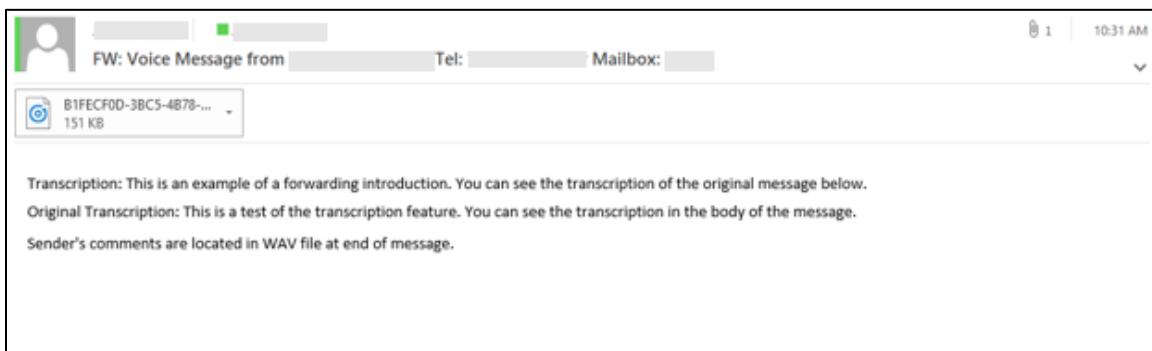


Figure 3. Unified Messaging E-mail Forwarded Transcription Message Example

Unified Messaging with Outlook Voice Form

Subscribers who use server-based unified messaging (Unified Messaging for Microsoft Exchange and Unified Messaging for Microsoft Office 365) and have the Outlook voice message form installed can view the transcription in a new "Transcription" text box in the form.

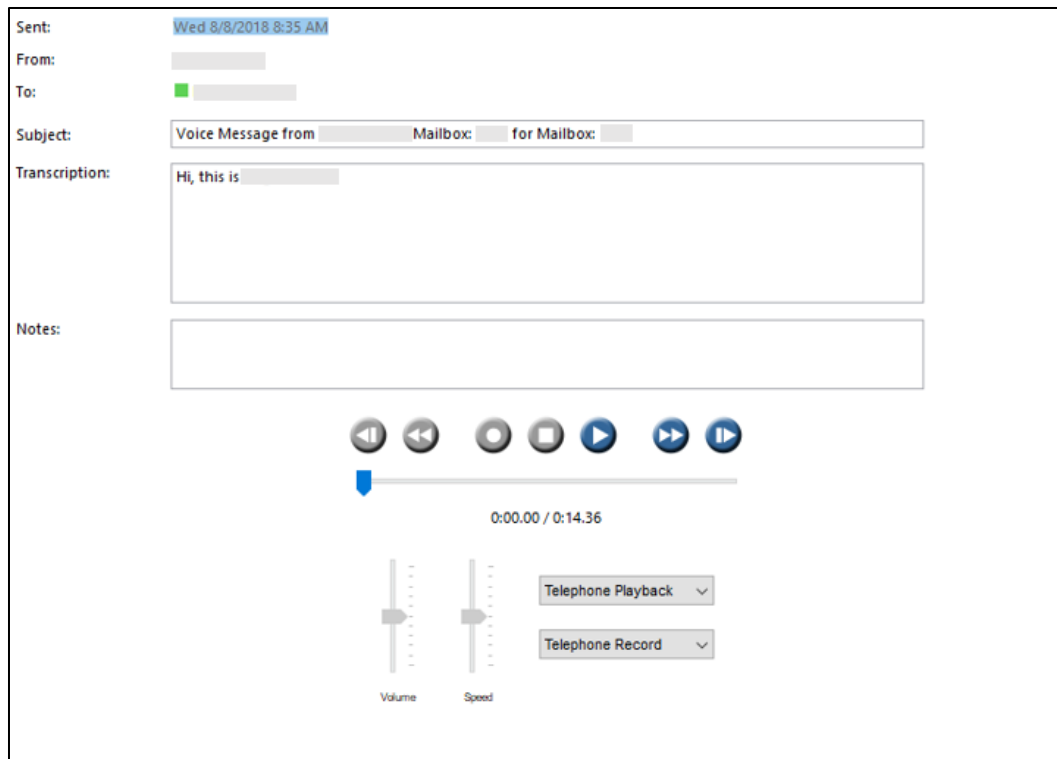


Figure 4. Unified Messaging with Outlook Voice Form Transcription Message Example

No phrase template files are necessary to enable this feature.

When a message is voice forwarded, the transcription introduction is presented in the body of the message first, followed by the original transcription.

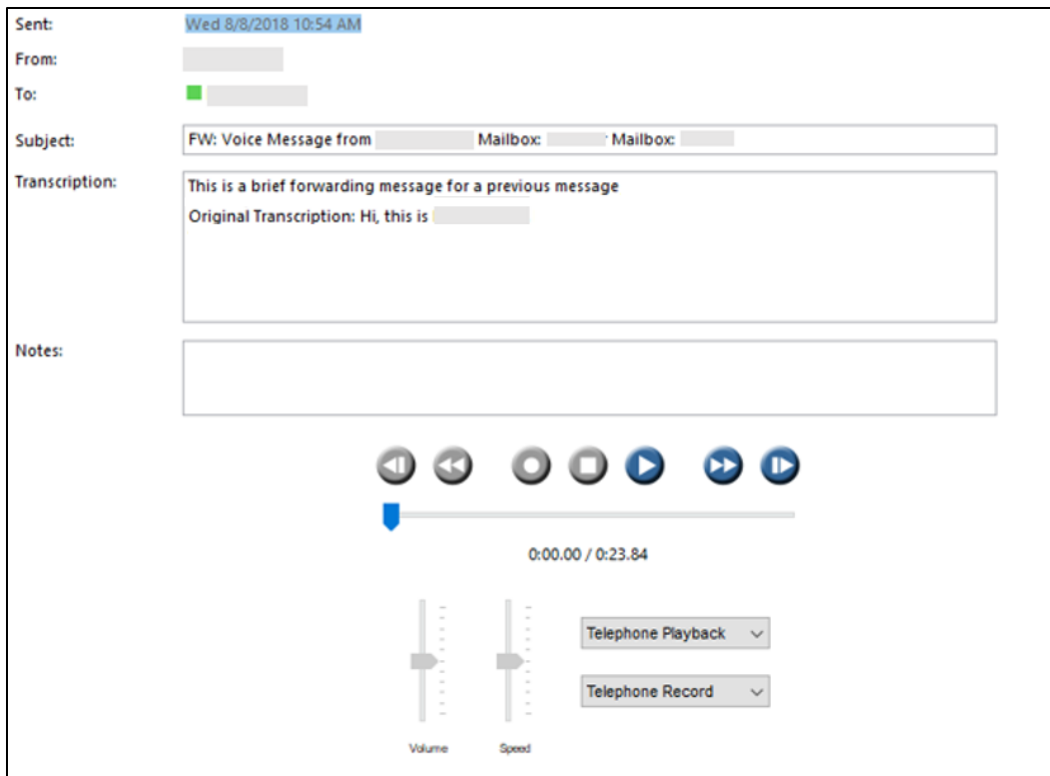


Figure 5. Unified Messaging with Outlook Voice Form Voice Forwarded Transcription Message Example

ICA

Subscribers who use an IMAP-based e-mail client that is accessed through the Integrated Client Access (ICA) server (local store) can see the transcription in the body of the e-mail message and play the attached audio message.

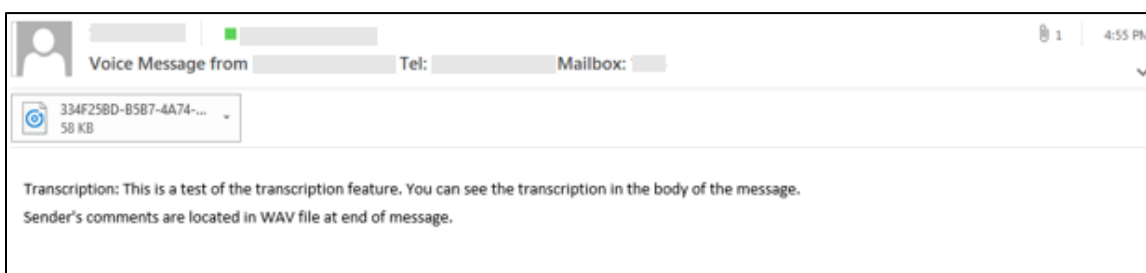


Figure 6. ICA Transcription Message Example

No phrase template files are necessary to enable this feature.

SMS over STMP or Simple UM

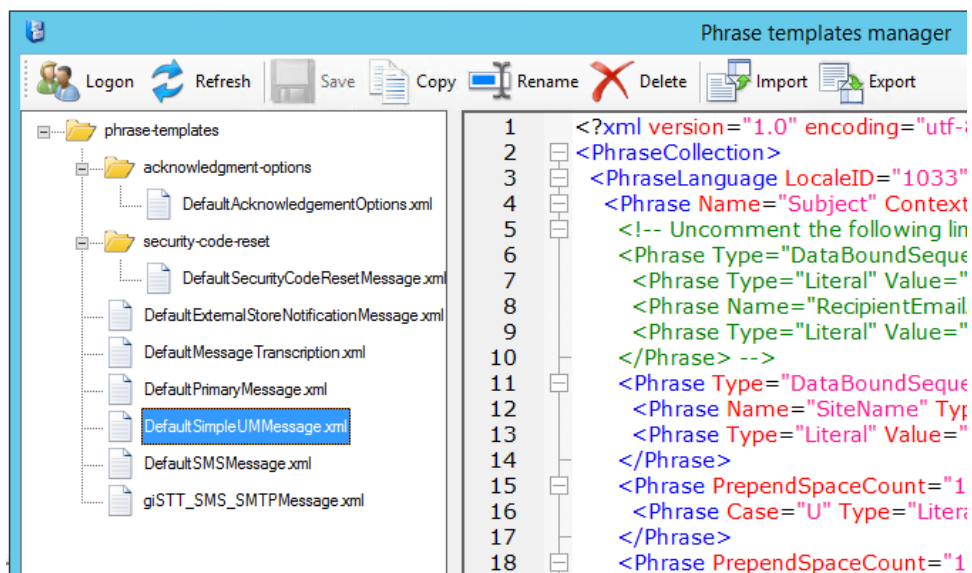
Subscribers who use Short Message Service (SMS) over Simple Mail Transfer Protocol (SMTP) or Simple UM (local store), can set up these services to send both the audio message attachment and the transcription.

For new installations of MiCollab AM, the phrase template file **DefaultSimpleUMMessage.xml** has already been updated to send both audio messages and transcriptions. However, you must customize the literal items such as "XXX-XXX-XXXX" and "http://www.webservername.com/wpm" or "https://www.webservername.com/user" in the **MessageBodyWithTranscription** phrase template and **MessageBody** phrase template with site-specific data.

For upgrades to MiCollab AM, the phrase template file (such as **DefaultSimpleUMMessage.xml**, or whichever file you are using) should be edited to include in **MessageBodyWithTranscription** phrase template.

To edit the phrase template file to send both audio messages and transcriptions:

- 1 Open **MiCollab AM Admin**.
- 2 From the menu bar, select **Configuration**, and then **Phrase Templates Manager**.
- 3 On the **Phrase templates manager** window, select the **DefaultSimpleUMMessage.xml** file (or whichever file you are using).



- 4 From the menu bar, select **Copy**. The **Copy** dialog box appears.
- 5 Rename the new file in the **Name** for copy field and then click **OK**.

For example:

Rename the new file **DefaultSimpleUMMessage-withTranscription.xml**.

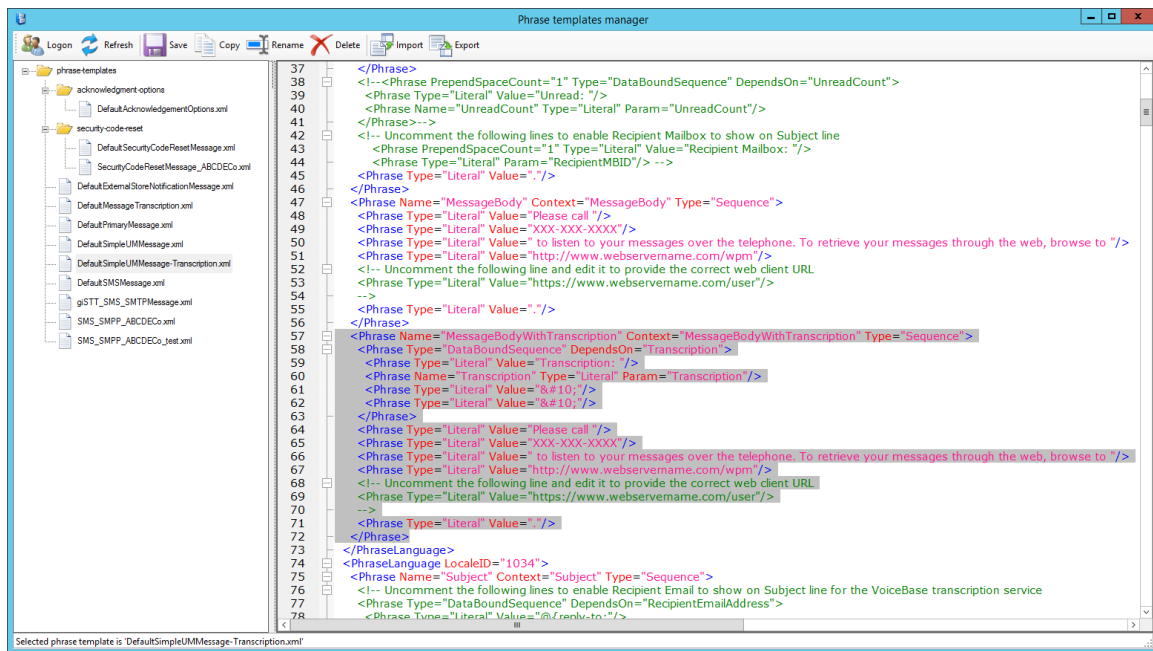
- 6 In the **Phrase templates manager** window, select the **DefaultSimpleUMMessage-withTranscription.xml** file and edit it.
- 7 Add the **MessageBodyWithTranscription** phrase template:

NOTE You can copy and paste the phrase template below or copy the existing **MessageBody** phrase template, paste it above the **MessageBody** phrase template, and add the **MessageBodyWithTranscription** information.

If you were using the modified **DefaultSimpleUMMessage.xml** (English Version) for SimpleUM to send a message or SMS over SMTP Notifications, you would have already customized the literal items such as "XXX-XXX-XXXX" and "http://www.webservername.com/wpm" or "https://www.webservername.com/user" in the **MessageBody** phrase template with site-specific data.

If you are using a language other than English, edit the appropriate file.

```
<Phrase Name="MessageBodyWithTranscription"
Context="MessageBodyWithTranscription" Type="Sequence">
  <Phrase Type="DataBoundSequence" DependsOn="Transcription">
    <Phrase Type="Literal" Value="Transcription: "/>
    <Phrase Name="Transcription" Type="Literal" Param="Transcription"/>
    <Phrase Type="Literal" Value="&#10;"/>
  </Phrase>
  <Phrase Type="Literal" Value="Please call "/>
  <Phrase Type="Literal" Value="XXX-XXX-XXXX"/>
  <Phrase Type="Literal" Value=" to listen to your messages over the
telephone. To retrieve your messages through the web, browse to "/>
  <Phrase Type="Literal" Value="http://www.webservername.com/wpm"/>
  <!-- Uncomment the following line and edit it to provide the correct web
client URL
  <Phrase Type="Literal" Value="https://www.webservername.com/user"/>
  -->
  <Phrase Type="Literal" Value="."/>
</Phrase>
```



- 8 After you are finished customizing the file, click **Save**, and then exit the Phrase Templates Manager.

NOTE If the new file is updated, then **MiCollab AM Configuration** must be updated by the server administrator as necessary to use the new file.

- 9 Test the new message file by sending a message to a Subscriber mailbox configured to send Simple UM notification messages. If you want to change or add to the relevant information displayed in the message body of the message, open the file again, and then edit the file to suit your requirements.

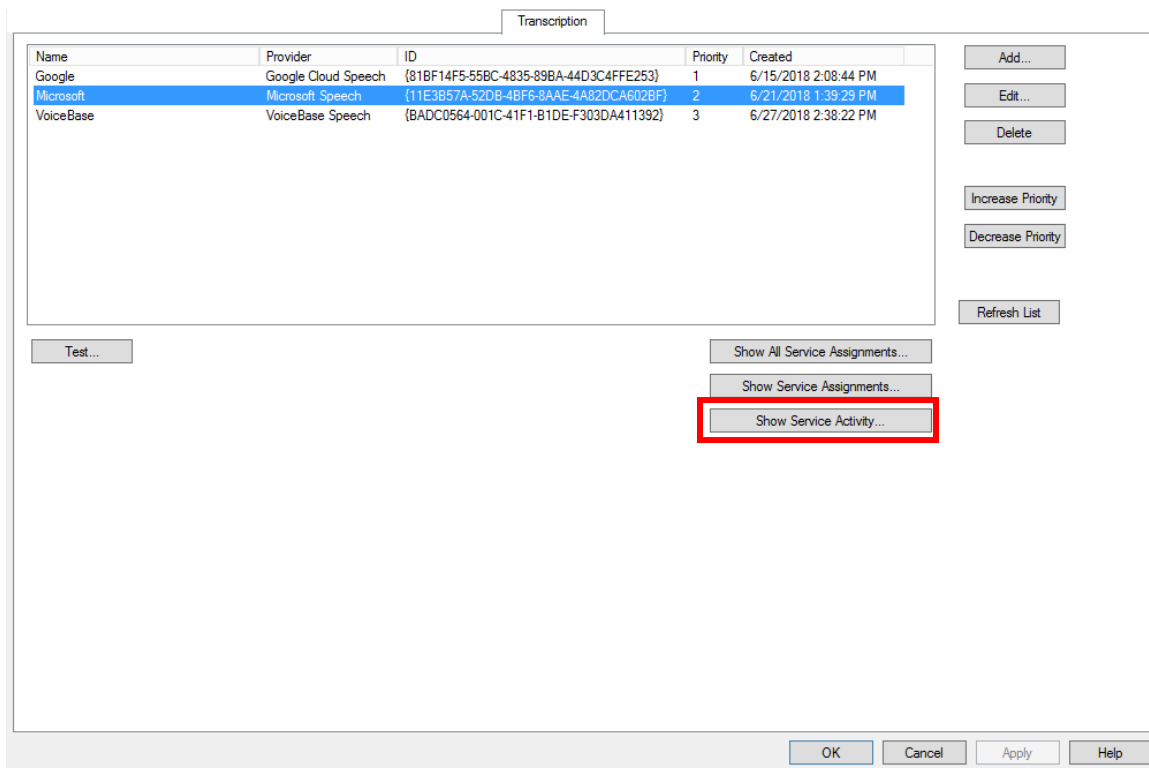
Viewing the Transcription Service Activity and Exporting it to a File

After you have configured a mailbox to use a selected transcription service and the transcription service is running for a period of time, you can view the transcription service activity for a selected transcription service provider and generate a report that shows the total transcription time and total message count for a selected date range. You can also view the transcription service activity for a selected mailbox.

Viewing Transcription Service Activity for a Selected Transcription Service

To view the transcription service activity for a selected transcription service:

- 1 Start the Admin utility and log on using your administrator's name and password.
- 2 From the menu bar, select **Configuration > System**, and then select the **Transcription** tab.
- 3 Select the transcription service provider and then click the **Show Service Activity** button.



The **Transcription Service Activity** dialog box appears. In this dialog box, you can:

- Change the **Display Date Range** by selecting the month, day, and year from the drop-down lists in the **From** and **To** fields.

- View the total **Transcription Time** for all transcribed messages in each subscriber's mailbox for the time specified in the **Display Date Range**.
- View the total **Message Count** for each subscriber's mailbox for the time specified in the **Display Date Range**.
- View whether the transcription activity is related to the currently assigned Service Provider:
 - If **Current Service** is **Yes**, then the transcription service provider identified in **Transcription Service** is currently being used by this subscriber.
 - If **Current Service** is **No**, then the transcription service provider identified in **Transcription Service** is not currently being used by this subscriber, but was used by this subscriber in the past.
- View the activity for a selected mailbox. Refer to [Viewing Activity for a Selected Mailbox](#).
- Generate a report and export it to a file. Refer to [Exporting the Service Activity to a File](#).

Transcription Service Activity

Transcription Service: Google Speech Transcription

Display Date Range:

From: Tuesday , October 02, 2018

To: Thursday , November 01, 2018

Oldest Record Available: 10/8/2018 7:48:37 AM

Summary:

Mailbox	Name	Transcription Time	Message Count	Current Service
5631	Example 1, Subscriber	00:03:30	13	Yes
5632	Example 2, Subscriber	00:00:15	1	Yes
5633	**mailbox was deleted**	00:00:45	1	No
5634	Exchange 2016	00:00:15	1	Yes
5635	**mailbox was deleted**	00:01:15	1	No
5636	Example 3, Subscriber	00:00:15	1	No
5637	Example 4, Subscriber	00:00:15	1	No
5638	Example 5, Subscriber	00:00:45	1	No
5639	Example 6, Subscriber	00:00:15	1	No
5640	Test	00:00:15	1	No
5641	Temp 1	00:01:15	1	No
5642	Copy of 5641	00:01:00	2	No
5643	Copy of 5641	00:00:15	1	No
5644	Messages Allowed, No	00:00:15	1	No
5645	Messages Allowed, All	00:00:15	1	No
5646	New Test	00:00:30	1	No

Total: 00:16:45 Total: 43

Show Mailbox Details...

Export Data to File Select Export File: Google Speech Transcription.csv ...

OK Help

- 4 Click **OK** to close the **Transcription Service Activity** dialog box.

Viewing Activity for a Selected Mailbox

To view the transcription service activity for a selected mailbox:

- 1 Start the Admin utility and log on using your administrator's name and password.
- 2 From the menu bar, select **Configuration > System**, and then select the **Transcription** tab.
- 3 Select the transcription service provider and then click the **Show Service Activity** button. The **Transcription Service Activity** dialog box appears.
- 4 Select the mailbox from the **Summary** list, and then click the **Show Mailbox Details** button.

Transcription Service Activity

Transcription Service: Google Speech Transcription

Display Date Range:

From: Tuesday , October 02, 2018

To: Thursday , November 01, 2018

Oldest Record Available: 10/8/2018 7:48:37 AM

Summary:

Mailbox	Name	Transcription Time	Message Count	Current Service
5631	Example 1, Subscriber	00:03:30	13	Yes
5632	Example 2, Subscriber	00:00:15	1	Yes
5633	**mailbox was deleted**	00:00:45	1	No
5634	Exchange 2016	00:00:15	1	Yes
5635	**mailbox was deleted**	00:01:15	1	No
5636	Example 3, Subscriber	00:00:15	1	No
5637	Example 4, Subscriber	00:00:15	1	No
5638	Example 5, Subscriber	00:00:45	1	No
5639	Example 6, Subscriber	00:00:15	1	No
5640	Test	00:00:15	1	No
5641	Temp 1	00:01:15	1	No
5642	Copy of 5641	00:01:00	2	No
5643	Copy of 5641	00:00:15	1	No
5644	Messages Allowed, No	00:00:15	1	No
5645	Messages Allowed, All	00:00:15	1	No
5646	New Test	00:00:30	1	No

Total: 00:16:45 Total: 43

Show Mailbox Details...

Export Data to File Select Export File: Google Speech Transcription.csv

OK Help

The **Transcription User Activity** dialog box appears. You can view the total number of transcribed messages and total transcription time for all messages for the time specified in the **Display Date Range**.

Transcription User Activity

Transcription Service: Google Speech Transcription

Mailbox: 5631

Name: Example 1, Subscriber

Display Date Range:

From: Tuesday , October 02, 2018

To: Thursday , November 01, 2018

Oldest Record Available: 10/8/2018 10:51:57 AM

Details:

Message Number	Delivery Time	Transcription Time
404	10/8/2018 10:51:57 AM	00:00:15
405	10/8/2018 10:51:57 AM	00:00:15
406	10/8/2018 10:51:57 AM	00:00:15
407	10/8/2018 10:51:57 AM	00:00:15
408	10/8/2018 10:51:57 AM	00:00:15
409	10/8/2018 10:51:57 AM	00:00:15
410	10/8/2018 10:51:57 AM	00:00:15
411	10/8/2018 10:51:57 AM	00:00:15
412	10/8/2018 10:51:57 AM	00:00:15
453	10/8/2018 10:51:57 AM	00:00:15
454	10/8/2018 10:53:30 AM	00:00:15
470	10/8/2018 3:25:51 PM	00:00:15
496	10/25/2018 10:39:08 AM	00:00:30

Total: 13

Total: 00:03:30

OK

NOTE The **Display Date Range** is inherited from the **Transcription Service Activity** dialog box and is read-only.

- Click **OK** to close the **Transcription User Activity** dialog box.

Exporting the Service Activity to a File

To export the Service Activity to a file:

- Start the Admin utility and log on using your administrator's name and password.
- From the menu bar, select **Configuration > System**, and then select the **Transcription** tab.
- Select the transcription service provider and then click the **Show Service Activity** button.

The **Transcription Service Activity** dialog box appears.

- 4 Note that the name of the .csv file to export the data to in the **Select Export File** field is set by default. If you want to select an existing .csv file or create a new .csv file, click the **Browse** button (...).
- 5 Click the **Export Data to File** button. The .csv file is saved to a specified location.

Transcription Service Activity

Transcription Service: Google Speech Transcription

Display Date Range:

From: Tuesday , October 02, 2018

To: Thursday , November 01, 2018

Oldest Record Available: 10/8/2018 7:48:37 AM

Summary:

Mailbox	Name	Transcription Time	Message Count	Current Service
5631	Example 1, Subscriber	00:03:30	13	Yes
5632	Example 2, Subscriber	00:00:15	1	Yes
5633	**mailbox was deleted**	00:00:45	1	No
5634	Exchange 2016	00:00:15	1	Yes
5635	**mailbox was deleted**	00:01:15	1	No
5636	Example 3, Subscriber	00:00:15	1	No
5637	Example 4, Subscriber	00:00:15	1	No
5638	Example 5, Subscriber	00:00:45	1	No
5639	Example 6, Subscriber	00:00:15	1	No
5640	Test	00:00:15	1	No
5641	Temp 1	00:01:15	1	No
5642	Copy of 5641	00:01:00	2	No
5643	Copy of 5641	00:00:15	1	No
5644	Messages Allowed, No	00:00:15	1	No
5645	Messages Allowed, All	00:00:15	1	No
5646	New Test	00:00:30	1	No

Total: 00:16:45 Total: 43

Show Mailbox Details...

Export Data to File

Select Export File: Google Speech Transcription.csv

...

OK

Help

- 6 Click **OK** to close the **Transcription Service Activity** dialog box.

Appendix A: Disabling the Profanity Filter

A profanity filter is enabled by default for all transcription service providers. Offensive words that are on a preset list in the transcription API are redacted and are replaced with ellipses (...) or the first letter of the word and a series of asterisks (**). System administrators can disable the profanity filter by manually modifying the AT_SOAPExt.exe.config file located in the CX\Bin directory.

To disable the profanity for a selected transcription service:

- 1 Open the **MiCollab AM Configuration** utility on the System Server.
- 2 On the **Main** tab, click the **Daily Maintenance...** button and make a Complete backup of the system to a network location or USB storage device. When finished, close the **Daily Maintenance** window.
- 3 On the **Main** tab, click **Shutdown** to stop the MiCollab AM service.
- 4 After the server has been stopped, make a copy of the AT_SOAPExt.exe.config file in the CX\Bin directory.
- 5 To disable the profanity filter for all transcription service providers, modify the AT_SOAPExt.exe.config file by adding the following information highlighted below:

```
<applicationSettings>
  <AVST.TranscribeServices.Properties.Settings>
    <setting name="CleanupTimeoutInMilliseconds" serializeAs="String">
      <value>4500</value>
    </setting>
    <setting name="VoiceBaseDisableProfanityFiltering" serializeAs="String">
      <value>True</value>
    </setting>
    <setting name="GoogleDisableProfanityFiltering" serializeAs="String">
      <value>True</value>
    </setting>
    <setting name="MicrosoftDisableProfanityFiltering" serializeAs="String">
      <value>True</value>
    </setting>
  </AVST.TranscribeServices.Properties.Settings>
</applicationSettings>
```

- 6 If you want to enable the profanity filter for one or more transcription service providers, change the **True** value to **False**.
- 7 Save the AT_SOAPExt.exe.config configuration file.
- 8 Restart the SOAP server in order for the configuration changes to take effect. (**Services > MiCollab AM SOAP Server > Restart**).
- 9 Open **MiCollab AM Configuration**, and on the **Main** tab, click **Startup** to restart the MiCollab AM service manually, after which Automatic Startup will function normally.