



Voicemail Transcription by Phone Tag



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Overview

Broadcore Voicemail Transcription is just that. We transcribe your voicemail, also known as speech to text. We type out the message and email them. You can read instead of listen. We offer unlimited normal business usage to customers.

Broadcore will send your voicemails to our secure transcription service provider. The voicemail will be listened to either by computer or combination of computer and a person. The voicemail is typed out and emailed to your inbox. You can read the transcription. There will also be a .wav file attached in case you still want to listen to the message.

This product can save you time from having to call in and listen to messages that can be easily read and understood.

There are two options for Voicemail Transcription

- Machine Only Transcription.
- Human-Assisted Transcription

Details

Machine Only

- This service is free to Broadcore customers.

Human-Assisted

- This service is \$10 per month per user.
- \$10 setup fee

This is an English only service. You will want to periodically check your messages over the phone just so the box doesn't fill up. If you dial into the box and press 7 to delete all messages.

Setup

1. You simply add your email address to your profile
2. Make sure your voice management is ON.
3. Make sure your Additional CC is off and the address is blank.
4. For Machine only add the **VM Transcription-Machine** service pack.
For Human-assisted add the **VM Transcription-Human Assisted** service pack.
5. Save.

Once you have followed these steps and successfully added the service pack, our system will populate an email address in your user settings.

Message Waiting Indicator

This is a great feature to enable in addition to the transcription service. This feature comes with Voicemail.

If a call comes in and is unanswered, people will either leave a message or hang up. If they hang up, then the number appears in my missed calls and there is nothing else going on.

If they leave a message, as soon as they hang up, the message waiting light will come on your Polycom phone. And where is my message? You can listen over the phone as you always could. Secondly, you wait just a moment while the message is going to the transcription service. Within a few minutes, an email will arrive in your inbox that is transcribed and has the .wav file attached. You can forward or archive this message as with any email.

The look of the your transcription emails

Your transcription emails will come from
no-reply@sttsmtpgw.phonetag.com

Sent: Friday, EMAIL TIME, 2011 11:01 AM

To: My email address

Subject: Voice Message from {phone number} on CALL TIME for {internal box number}

The time in the subject will reflect the time the message was left.



Trouble shooting

If you aren't getting any emails transcribed, first give it a few minutes. If they still don't arrive, check your spam filter.

Secondly, remove the service pack and try the steps above from the Setup section.

You can also contact Client Services if you have any questions.

- 611
- 1-800-942-4700
- clientservices@broadcore.com
- www.broadcore.com

