Voice to Text

Get Visual Voicemail Transcriptions **Delivered to Your Preferred Device**

Voice to Text is ideal for any employee who can't be accessible at a moment's notice, or is often in meetings.

FAQ: WHAT IS ICLOUDCONNECT™ VOICE TO TEXT?

Voice to Text uses artificial intelligence (AI) technology to automatically transcribe voicemails received by a user's voice mailbox. It then delivers those messages straight to the user via SMS, email, or iCloudConnect UC & Mobile, so they can read their voicemails wherever and whenever is convenient.

Voice to Text is ideal for any employee who can't be accessible at a moment's notice, are often in meetings, or work in an environment where listening to messages is not feasible.

Voice to Text FAQs

Why use Google's Cloud Speech API technology?

The Google Cloud Speech API offers a high-quality solution with higher accuracy compared to other voicemail transcription solutions on the market.

Who can benefit from Voice to Text?

Any company looking to keep its organization running efficiently with feature-rich communications products and high-quality data services can benefit from Voice to Text. Businesses looking to increase productivity and maintain a competitive edge can leverage advanced technology such as AI and machine learning to optimize business operations and processes.

How much does the Voice to Text solution cost?

Subscription Model: In addition to voicemail iCloudConnect Partners can charge a monthly subscription fee for each mailbox on which Voice to Text is active. The suggested retail price is $4.95 per mailbox. iCloudConnect will charge Partners $2.95 for each mailbox on which Voice to Text is active.

Usage Model: iCloudConnect Partners can charge a fixed rate fee for each Voice to Text transcription. The suggested retail rate is $0.1440 per Voice to Text transcription. iCloudConnect will charge Partners $0.0720 for each Voice to Text transcription.

How many Languages does Voice to Text support?

Currently, iCloudConnect Voice to Text only supports English transcriptions.

What are the specific steps for provisioning Voice to Text?

1. Enable Voice Transcription for the Customer.

2. Select the Billing Model (Subscription or Usage). All mailboxes are enabled when the Subscription Model is selected. Voice to Text can be disabled for individual mailboxes if desired.

3. Apply Voice to Text per seat (the same number as mailboxes enabled in step 2) or Voice to Text per Voicemail Transcription item to the order.

4. Configure transcription delivery options on each mailbox (by email, SMS, or mobile app).

What is the support process for Voice to Text?

iCloudConnect will provide Tier 2 and above support for Voice to Text, as it does for all services.

Since iCloudConnect is partnering with Google, can I reach out to Google directly for anything?

Please funnel all questions related to this service directly to iCloudConnect.

Is the iCloudConnect app the same app that has the virtual attendant?

Yes, the app has already been updated with the Voice to Text transcription service.

Will the Mobile App allow users to categorize their voicemails by subject?

Not at this time. The app categorizes voicemails by date and time.