

Cisco SpeechView

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Cisco® collaboration solutions improve team and customer experiences to help organizations promote innovation and improve decision making while building trust and enhancing team performance.

Product overview

Cisco SpeechView converts voice messages to text and delivers the text version of the voice message to your email inbox, allowing you to read your voice messages and take immediate action. The application is a feature of the Cisco Unity® Connection unified messaging solution, so the original audio version of each voice message remains available to you anywhere, anytime with Cisco Unity Connection. SpeechView transcribes and sends voice messages within minutes of being left in your Cisco Unity Connection voice mailbox—you do not need to learn any commands or take special action to receive text versions of your voice messages.

The SpeechView solution enables organizations to make faster and better decisions, thus enhancing productivity. In organizations today, regardless of how busy or mobile you are, the expectation is that you are responsive.

Unlike email, for which a delayed response is anticipated, with voice messages people expect a fast reply.

- How do you respond to voicemail when you have little time to stop what you are doing and listen to your messages?
- How do you know which messages are important and must be responded to now?
- How do you decide which messages are urgent enough to interrupt a meeting?

Cisco SpeechView, with an effectively accurate transcription of your voicemails, empowers you to manage your voice mailbox.

Features and benefits

- Easy to use
 - Learn who called and what was said at a glance.
 - You do not need to dial in to retrieve messages, nor do you need to take notes on the message content.
 - You have nothing new to learn. Your experience is the same as for regular voice, email, and text messages.
 - Return calls by clicking the caller's phone number shown in the SpeechView message.
- Secure
 - All data that is transmitted is encrypted.
 - User data is kept anonymous.

- Improves business processes and responsiveness
 - Messages are delivered in both audio and text formats, allowing you to decide the best way to manage them.
 - View voice messages while in meetings or out of the office, speeding up decision making.
 - Convert voice message retrieval downtime into message reading uptime.
 - Prioritize and sort both voice and email messages from a single email inbox.
 - Save time and work hands-free by sending a voice message instead of typing an email message.
- Fully Automated Service
 - **SpeechView Standard** offers fully automated service without human intervention.

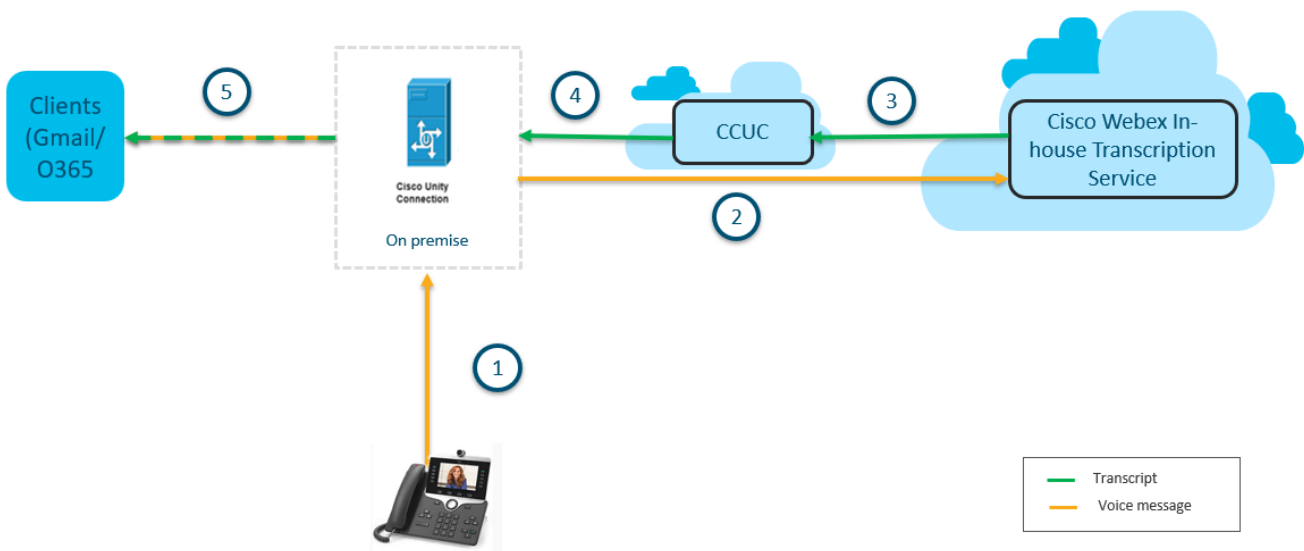


Figure 1.
Cisco SpeechView Data Flow

The call flow is as follows (refer to Figure 1):

1. Call is made to SpeechView subscriber. Audio voice messages are recorded and stored on Cisco Unity Connection.
2. Cisco Unity Connection automatically sends messages for enabled SpeechView users through the network to Webex in-house transcription service.¹
3. Webex in-house transcription service converts voicemail to transcripts and returns on the CCUC call back URL
4. CCUC forwards the transcript to CUC
5. After receiving the transcript, Voice messages and Transcripts are synchronized with various Email clients.

Product specifications and system requirements

Table 1 lists the specifications and system requirements of SpeechView.

Table 1. Product Specifications and System Requirements

Category	Requirement
Hardware	SpeechView requires no additional hardware outside the Cisco Unity Connection hardware. For more information about Cisco Unity Connection hardware, refer to the supported platforms list . For more information about installing Cisco Unity Connection, refer to the installation guide .
Software	SpeechView is enabled by a user license purchased from Cisco. Table 2 gives ordering details. The application requires no additional software outside the Cisco Unity Connection solution software (Cisco Unity Connection version 14 SU4/15 SU2 or higher). For more information about installing Cisco Unity Connection, refer to the installation guide .
Connectivity	Cisco Unity Connection server has to be onboarded on CCUC and SpeechView Transcript Service enabled on the Service Management page.
Webex in-house transcription service	SpeechView is a service offering that involves Webex in-house transcription service. The application is purchased, deployed, and supported like any other Cisco Unity Connection feature. The only difference between SpeechView and other Cisco Unity Connection features is that the transcription occurs in the cloud instead of on your premises.

¹ Webex in-house transcription service is internal to Cisco. The third-party external transcription service has been migrated to Webex in-house transcription service and will be available in Cisco Unity Connection 14 SU4 (and later SUs) and 15 SU2 (and later SUs). Any other older versions will not support SpeechView beyond 30th December 2024.

Category	Requirement
Transcription	<p>SpeechView Standard provides a fully automated (no human intervention) transcription of the first 120 seconds (approximately 1000 characters) of the voice message. If a message cannot be transcribed because of poor quality, SpeechView sends you a notification telling you that you need to listen to your voice message directly from Cisco Unity Connection.</p> <p>Note: Cisco has announced end of life/end of service (EOL/EOS) for Cisco SpeechView Professional. For more information, see https://www.cisco.com/c/en/us/products/collateral/unified-communications/unity-connection/speechview-professional-eol.html. Previously, SpeechView Standard provided the transcription of the first 60 seconds (approximately 500 characters) of the voice message. The transcription length has now been enhanced to correspond to SpeechView Professional.</p>

Language support

SpeechView supports the following languages:

- English
- French
- German
- Italian
- Spanish

Ordering information

Cisco SpeechView user licenses are sold as 1-year contracts on a per-user basis. The licensing period begins when the license is applied to the user on the Cisco Unity Connection solution, not at the time the license is purchased. During the licensing period, there is no limit to the number of voice messages converted.

To place an order, visit the [Cisco Ordering homepage](#) and refer to Table 2. To download software, visit the [Software Download](#)

Table 2. Ordering information

Item	Description	Part Number
Cisco SpeechView Standard	1-year subscription	A-FLEX-SPEECHVIEW

Cisco Services

Cisco Services makes networks, applications, and the people who use them work better together.

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For more information

<https://www.cisco.com/en/US/products/ps6509/index.html>.

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