

## NuPoint UM Speech to Text in North American English

### What you need to do

Please record a voice mail greeting to encourage callers to speak clearly.

For example : "Please speak clearly as your voice message will be transcribed and sent to me in an email.....".

Now, leave yourself a message and read the transcription!

If you don't receive a transcription within about 10 minutes, please check that you have entered the correct email address and accepted the EULA on NuPoint WebView.

### Why people like the service.

Speech to Text service allows you to:

- **Discretely check voice messages anytime and anywhere by reading them.** When in meetings or in social settings, it is simply awkward to listen to voice messages. This situation is especially frustrating if an important message is expected. STT transcriptions allow you to quickly and discretely "read" new voice messages in virtually any setting.
- **Quickly find important voice messages.** Most people can read or scan the emailed transcriptions much faster than they can listen to voice messages. The transcriptions allow you to determine very quickly the general subject of the voice message. After visually scanning the message, you can listen to the attached voice message to catch the nuances of expressions and confirm key parts of the transcription.
- **Easily respond to voice message with an email.** After reading the transcription, you can easily and quickly "reply" by forwarding the transcription in an email – eliminating the need to "re-cap" the voice message by typing it into the email.

### Other things you should know.

- This service is NOT a dictation service. It is intended to provide the gist of what was said.
- It is fully automated so there is no person listening to your voice messages.
- Most callers do not speak in full and complete sentences and the transcription service will attempt to reflect this with spaces and punctuation.
- Transcription quality depends on many things. Factors that would impact the ability of a human to transcribe a message will invariably impact the success of the automated system. For example, messages from speakers with accents, speakers who do not speak clearly or messages left from a noisy environment will not be transcribed as well.
- The automated system is "tuned" to transcribe typical English conversation. In many businesses however, messages may contain jargon, phrases and acronyms that would be difficult for a human listener to transcribe correctly.
- Transcriptions for which the system has a low confidence level will not be sent. Instead, you will receive an email notification of a new message. Typically, about 15% of messages are deemed "untranscribable".
- The service is available in North American English only. For this reason, we recommend that users who receive a significant number of voice messages in a different language should **not** be enabled for STT since voice messages in another language will not be transcribed successfully.



#### End User Guidelines v3

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