FREQUENTLY ASKED QUESTIONS

What does OneVoice do?

OneVoice provides unified messaging with audio to text transcription and options for text to text translation.

What platforms are supported?

Currently OneVoice is available for the Cisco voice platform (10.x and higher) and integrates with the following email clients: Gmail, Microsoft O365 and Microsoft Exchange (2013 and higher).

What is the accuracy of the message transcriptions?

Each message will arrive with a confidence factor of High, Medium or Low transcription confidence. The accuracy of the transcription is impacted by the quality of the voicemail recording.

Will transcription or translation slow down delivery of a voicemail message?

For messages less than 30 seconds, there is no delay. For messages longer than 1 minute, there may be a short delay of less than 20 seconds. There is no delay in the synchronization of the message status with the MWI light on the phone as that is a separate process.

Do you support users on Multiple Domains?

Yes. We support users across primary, secondary and sub-domains, as long as they are affiliated with the same master account.

How is security handled?

Data is encrypted at rest and in transit. All passwords/passphrases are encrypted using AES256 and user accounts are validated using SHA256. The web-based Administration interface is encrypted. Voicemail messages remain within your systems and associated security controls.

Do you support Active Directory?

Yes. When Active Directory is synchronized with Cisco Unity Connection, Donoma OneVoice supports Active Directory updates. This makes provisioning of new accounts even more automated.

What languages are available for transcription and/or translation?

OneVoice currently supports a rapidly growing list of languages and localized dialects.

Most commonly requested: Arabic (Saudi Arabia), English (United States), Chinese, Cantonese (Traditional, Hong Kong), Chinese, Mandarin (Traditional, Taiwan), French (France), German (Germany), Italian (Italy), Japanese (Japan) Korean (South Korea), Malay (Malaysia), Portuguese (Portugal), Russian (Russia), Spanish (Spain) Swedish (Sweden), Tamil (India).

FREQUENTLY ASKED QUESTIONS

Additionally:

Amharic (Ethiopia), Arabic (Israel), Arabic (Jordan), Arabic (United Arab Emirates), Arabic (Bahrain), Arabic (Algeria), Arabic (Iraq), Arabic (Kuwait), Arabic (Morocco), Arabic (Tunisia), Arabic (Oman), Arabic (State of Palestine), Arabic (Qatar), Arabic (Lebanon), Arabic (Egypt), Armenian (Armenia), Azerbaijani (Azerbaijan), Basque (Spain), Bengali (Bangladesh), Bengali (India), Bulgarian (Bulgaria), Catalan (Spain), Chinese, Mandarin (Simplified, Hong Kong), Chinese, Mandarin (Simplified, China), Croatian (Croatia), Czech (Czech Republic), Danish (Denmark), Dutch (Netherlands), English (Ghana), English (India), English (Australia) English (Canada), English (United Kingdom), English (Ireland), English (Kenya), English (New Zealand), English (Nigeria), English (Philippines), English (Singapore), English (South Africa), English (Tanzania), Filipino (Philippines), Finnish (Finland), French (Canada), Galician (Spain), Georgian (Georgia), Greek (Greece), Gujarati (India), Hebrew (Israel), Hindi (India), Hungarian (Hungary), Icelandic (Iceland), Indonesian (Indonesia), Javanese (Indonesia), Kannada (India), Khmer (Cambodia), Lao (Laos), Latvian (Latvia), Lithuanian (Lithuania), Malayalam (India), Marathi (India), Nepali (Nepal), Norwegian Bokmål (Norway), Persian (Iran), Polish (Poland), Portuguese (Brazil), Romanian (Romania), Serbian (Serbia), Sinhala (Sri Lanka), Slovak (Slovakia), Slovenian (Slovenia), Spanish (Argentina), Spanish (Bolivia), Spanish (Chile), Spanish (Colombia), Spanish (Costa Rica), Spanish (Ecuador), Spanish (El Salvador), Spanish (United States), Spanish (Guatemala), Spanish (Honduras), Spanish (Mexico), Spanish (Nicaragua), Spanish (Panama), Spanish (Paraguay), Spanish (Peru), Spanish (Puerto Rico), Spanish (Dominican Republic), Spanish (Uruguay), Spanish (Venezuela), Sundanese (Indonesia), Swahili (Tanzania), Swahili (Kenya), Tamil (Singapore), Tamil (Sri Lanka), Tamil (Malaysia), Telugu (India), Thai (Thailand), Vietnamese (Vietnam), Turkish (Turkey), Ukrainian (Ukraine), Urdu (Pakistan), Urdu (India), Zulu (South Africa),

What factors impact the accuracy of message transcription?

The accuracy of Speech2Txt transcription depends by many factors and sometimes those factors can't be controlled. However, Speech2Txt is likely to be more accurate when:

- The caller leaves a simple voice message that doesn't include slang terms, technical jargon, or unusual words or phrases.
- The callers who don't speak too quickly or too softly; and who don't have strong accents will produce more accurate sentences and phrases.
- The voice message is free of background noise, echo, and the audio doesn't drop out.

Got a question you don't see addressed here? Give us a call.

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0808 234 1500 (UK)

(540) 443-3560 (Everywhere)

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