



FREQUENTLY ASKED QUESTIONS

How is OneVoice different than regular unified messaging?

OneVoice delivers the voicemail as an .wav attachment to your Gmail or Microsoft email inbox (standard unified messaging) but also transcribes the voicemail within the same email. We deliver the audio and the transcription in a single email faster than any other option we have tested. OneVoice also offers the option to translate the message in up to 3 additional languages.

What platforms are supported?

Currently OneVoice is available for the Cisco Unity Connection voicemail (10.x and higher) and integrates with: Gmail, Microsoft O365 and hybrid Microsoft Exchange 2013 and higher.

What is the accuracy of the message transcriptions?

Each message is processed through an AI-powered transcription engine that has consistently produced quality levels higher than any other voicemail transcription solution we have found. Each message will be tagged with a transcription confidence factor of High, Medium or Low. OneVoice's accuracy is typically delivered with High Confidence.

How does OneVoice handle profanity?

OneVoice is powered by Artificial Intelligence software to generate the transcription. There is an optional profanity filter for those who would like an extra layer of protection. (The audio is always original and never redacted even in the case of actual profanity.) The enablement of a profanity filter is a selected option during the installation.

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, the delivery happens within a few seconds. There is no delay in the synchronization of the message status with the MWI light on the phone.

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. **Voicemail transcriptions are processed in flash memory that is immediately wiped after each transaction. The only person who sees the content of the voicemail is the person with login credentials to the user email account.**



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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?

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).

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.



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What if I am a regulated organization that needs to meet regulatory standards such as HIPPA or FERPA?

Donoma is happy to review and sign the BAAs commonly required by healthcare organizations, as well as the agreements some school systems require to document protection of student data and fulfill Parents' Bill of Rights.

Because OneVoice processes the transcription in memory and then deletes the result, *the only person who will see the transcription is the person with access to the email account*. OneVoice never retains the message transcription nor has access to user email accounts. Delivery of the voicemail, its transcription and optional translation happens inside the email system via an email account managed exclusively by the client organization's administrators.

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

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