

VoiceBase

Cloud-Based Voicemail-to-Text Service for CX-E



Receiving a transcription of a voicemail is often more efficient than having to listen to the message. Imagine you're in a meeting and miss multiple calls that result in voicemails. You may not be able to listen to the messages until the meeting is over, but you definitely can read them if they are converted to text. With VoiceBase®, you get an accurate transcription of the voicemail sent via email so you can read the message and take action while still in your meeting.

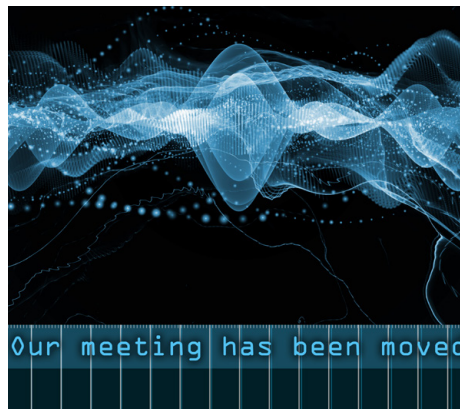
VoiceBase offers secure cloud-based voicemail-to-text transcriptions for CX-E. The VoiceBase cloud service goes beyond the basic requirements of reliability with multi-layered security, internal subnets separation, encryption at rest and in flight, and restricted access. Its intelligence comes from its very own Neural Network, which means it uses deep learning to transcribe CX-E voicemails. With its advanced knowledge, VoiceBase knows how to format phone numbers properly for easy click-to-call functionality, and uses the context of the message to determine between homonyms – knowing the difference between, bye, buy, and by – to increase voicemail transcription accuracy.

Available in U.S. English.

Cloud-Based Service



VoiceMail on CX-E



CX-E forwards to VoiceBase, which then converts voicemail-to-text



VoiceBase sends email with a text transcript of the voicemail to the user, along with the original audio



Industry's Most Interoperable Unified Communications Platform

Ideal for Midsize Business to Multi-Site Global Enterprises

CX-E is the industry's most interoperable UC platform to deploy applications across an evolving voice and data infrastructure – premise to cloud. Its best-of-breed enterprise UC applications include: Voicemail; Unified Messaging; Mobile Client; Personal Assistant; Automated Attendant; IVR; Call Center; Fax and Notification.



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