Speech to Text: Frequently Asked Questions

What will the user see?

Voicemail messages that have been processed by SpinVox will be delivered as a text version of the spoken voicemail through EVM to your email inbox. It will appear like an email, but it will have quotation marks around the message to indicate that the message was a spoken voicemail (not a written/typed) message.

How long will it take for the converted message to arrive?

Normally conversions are received in 5 to 10 minutes.

Is there a limit to the message length?

SpinVox is optimized to handle voicemail messages of up to 500 characters in length. Should the message go beyond 500 characters, a “…” tag will be added to the end of the converted text indicating the message was too long to be converted in its entirety. The length of text messages delivered via mobile carriers is subject to the limitations of the individual carrier and multiple text messages maybe used to deliver the conversion.

What happens if the system cannot understand the full message?

If SpinVox cannot decipher a word in a voicemail message, you will see ‘(?)’ after the word to indicate that SpinVox has chosen the word with the closest match to the audio.

If there are gaps in the voicemail message caused by network signal drop out, muffled speech or other interference, SpinVox will insert ‘_____’ in place of the word. If you want confirmation of a message or need to understand how particular words are stressed, e.g. “come home now,” you can open the attached audio file within the received email (if audio has been selected in your EVM settings) or simply dial into your existing unified inbox as normal.

Why did I receive an e-mail that states “You have a voice message from….” with no text conversion?

If the SpinVox system is not able to covert a voicemail message, you will receive a message indicating that it could not be converted to text, though the message will still include caller ID information. The reasons for this could be any of the following:
- Message was spoken in a language not supported by SpinVox
- Message has words from multiple languages
- Message audio is not clear. Examples: the line was very noisy, there was a lot of background noise
- Message contains three or more words that could not be converted

These rules have been developed and tested over a number of years and are designed to deliver a meaningful text equivalent of the spoken message.

If we cannot convert a message to our exacting standards, the failsafe is that the user is notified to listen to the voicemail recording by opening the attached audio file within the received email or by dialing into their existing unified inbox through the TUI.

**If I have SpinVox enabled can users still listen to my messages?**

Yes. Speech to Text messages that are sent to your email inbox or mobile device are simply copies of your voicemail and the audio version is still accessible from your existing voicemail inbox. Through EVM, they may also be included as a sound file. When a voicemail arrives, your Message Waiting Indicator (MWI) will turn on and you can access the message through traditional means.

**Will I need to change my greeting?**

We suggest you change your greeting to advise callers that their message will be converted to text and emailed to you. This has been shown to change user behavior so that they are more inclined to leave you a message.

**Will the user still receive notification of a new voicemail?**

Yes. There will be no change to the MWI (Message Waiting Indicator) procedure. The MWI will be lit on receipt of a new voicemail and will remain lit until you have retrieved the voicemail through the TUI or have selected the 'Mark as Read' link within the received email.

Other Modular Messaging notification options such as Call Me (when a voicemail has arrived) or Notify Me (sends an email when a voicemail arrives) will be disabled to avoid conflict with notifications and email message delivery from the Mutare EVM application.
**How long will voicemail messages be available?**

Your voicemail messages are subject to the existing rules of your voicemail system specifying how long they remain in your voicemail box before they are automatically deleted. Remember, Speech to Text messages are permanent written records of your voicemail messages. It is up to you if and when you choose to delete them.

**If I delete the converted message, will I lose the original voicemail message?**

No. The message will be stored in your voicemail box as normal subject to the existing rules on how long messages remain until they are automatically deleted.

**If I delete the original voicemail message, will I lose the converted message in my email?**

No. The messages remain accessible from your email inbox until you delete them.

**What languages can be converted?**

SpinVox has the current capability to convert English for European, North American, South African, New Zealand and Australian; Spanish for the European market (Castellan), North America and Mexico; European and Canadian French, as well as German, Italian and Brazilian Portuguese.

**Does the SpinVox option impact any of my other Unified Communications settings?**

No. All other applications are unaltered.

**I understand that people are sometimes involved in the conversions. Are my messages secure?**

The SpinVox Voice Message Conversion System (VMCS™) can best be described as a combination of artificial intelligence, voice recognition and natural linguistics. At the heart of VMCS is a multi-stage speech conversion process that combines state-of-the-art techniques with the ability to self learn from agents when new words or phrases are encountered, while maintaining the highest standards of security and privacy.

SpinVox relies on real-time updates to train its Voice Message Conversion System. This patented solution guarantees quality, confidentiality and security through a number of steps including:

- Language experts typically only address the specific word(s) the system has asked for help on.
• Call data (calling and called party numbers) is never made available to language experts.

• The message is meaningless until reconstructed in the VMCS platform immediately prior to transmission.

• Once the message has been processed by the VMCS the original voice message audio file is then discarded automatically in accordance with SpinVox data processing procedures.

Security is core to the SpinVox business and adherence to industrial strength ISO standards ensures customer details and messages are protected at all times. As a data processor, SpinVox complies with data protection legislation to ensure the privacy and security of data.

Network Security is guaranteed by utilizing Secure MIME (S/MIME) for Enterprise application connectivity. S/MIME encryption and digital signatures ensure that email information cannot be transmitted across the Internet in plain text and cannot be accessed by unauthorized parties. S/MIME requires no modifications to be made to enterprise mail servers.

**What is S/MIME?** SpinVox utilizes SecureMIME (S/MIME) as the chosen security method for enterprise connectivity because:

- S/MIME provides enterprise authentication – if an enterprise is no longer trusted, email messages from them will no longer be processed. Similarly, if ‘spoofed’ traffic is received then it will not be accepted due to it not being signed with the correct Corporate private key.

- S/MIME provides encryption – email messages will not be transmitted across the internet in plain text. Email messages are encrypted using a key length of 1024-bits, to provide 128-bit encryption*.

- S/MIME requires no modifications to be made to Corporate mail servers – the Corporate mail server will just treat the message as a standard email message

* SpinVox delivers secure encryption in accordance with country specific security legislation.

**Can you outline the SpinVox Security Model?**
SpinVox has deployed a multi-tiered, carrier grade security model covering the following layers:

Application Security – this is the use of software, hardware, and procedural methods to protect the SpinVox VMCS from external threats.

Network Security – refers to the secure connectivity options by which an enterprise connects to SpinVox. SpinVox has successfully deployed VPN and S/MIME security models to provide external connectivity and utilizes industrial strength firewalls and secure data routing to maintain IT security.

Physical Security – at SpinVox data centers is enforced through state of the art entry systems which authenticate an individual and zones to which they have access. SpinVox internal security policies are also adhered to here.

**Does SpinVox comply with Corporate security policies?**

SpinVox delivers service in conjunction with Avaya and Mutare and endeavors to comply with corporate security policies. On a case by case basis SpinVox is willing to review and respond formally to specific security requests from a corporate.

**How does SpinVox ensure the privacy of my data?**

SpinVox is regulated under strict privacy and confidentiality agreements. Once the converted message is delivered to your email inbox, it is like any other email message. If a message is marked “private” from a caller, that flag is also turned on when delivered to your email. Note, however, that Microsoft Outlook only handles a private message as a request to treat it as private, but does not block users from forwarding it on. The administrator has the option to allow/disallow text conversion of messages marked “private.”

SpinVox’ global expansion plan, means that the company is subject to new standards, regulations and laws in new territories. SpinVox is swift to proactively seek out the relevant and equivalent local legislation, regulations, compliance matters and legal obligations in these new territories prior to offering service.

In the UK SpinVox complies with Data Protection Act 1998 which meets and in many cases exceeds the data privacy laws in other countries.

SpinVox operates its carrier-grade services in compliance with ISO Standards and Protocols and local Data Protection and Privacy law. These collectively ensure user data is protected to the highest standards and methods of security and privacy control. To achieve this, SpinVox designed its system architecture (software and
hardware), management, staffing, screening and reporting services using ISO-design principles as its cornerstone.


**How does SpinVox maintain service quality?**

The SpinVox Voice Message Conversion System (VMCS™) is constantly learning and benefiting from system improvements developed by its Advanced Speech Science Group in Cambridge, UK. To improve its accuracy, VMCS™ automatically adapts to each speaker, building custom dictionaries and speaker models for groups of people and individuals. VMCS™ learns new entries by querying language quality agents when it encounters new words, phrases or language not in its knowledge system.

**Is SpinVox compliant with HIPPA (Health Insurance Portability and Accountability Act)?**

If the information collector has received permission for third party data processing, which is typical, then the SpinVox solution complies with HIPPA.

**What messaging platforms are supported by the solution?**

Currently Avaya Modular Messaging (with both MSS and Microsoft Exchange message store), Avaya Intuity Audix 770 (IA770) and Avaya Audix LX 2.0, IP Office, and Avaya Communications Manager Messaging are supported.

**Who can I contact if I have problems or questions?**

Avaya Customer Care will provide 1st line support – this mirrors the current support model for Mutare EVM deployments. All Mutare support requests are typically re-directed to Mutare for 2nd line support. Mutare will conduct the appropriate fault analysis and rectify the fault directly where it relates to the EVM 2.0 application. If the fault has been isolated to SpinVox then Mutare will contact SpinVox directly.

**About Mutare Software**

Mutare Software is an enterprise connectivity company, offering high-value software solutions that leverage the existing enterprise communications infrastructure. Among the hallmarks of a Mutare solution is the sophistication of its design paired with ease of deployment and use. Mutare has installed more than two thousand applications worldwide for customers ranging from Fortune 50 corporations to small private firms, government agencies, universities and healthcare organizations. Our reputation for personalized service and immediacy of response is unsurpassed. [www.mutare.com](http://www.mutare.com)
About SpinVox

Mutare Software offers both custom and time-tested communications applications for the enterprise, including Enabled VoiceMail (EVM) and EVM with Speech to Text for unified messaging, Enterprise Notification System (ENS) for targeted group notifications, and custom IVRs for automated outcall, dispatch and call center support. www.spinvox.com

About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve marketplace advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony, Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya web site: www.avaya.com.