



CRM SPEECH-TO-TEXT

A Solution to convert the speech into text in given entity in CRM

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Overview

The Speech-to-Text solution converts audio to text for any given entity using Azure Cognitive Services (Bing Speech API), enabling users to transcribe spoken audio into text in real time. Other features include end-of-speech detection, profanity masking, capitalization and punctuation, and normalization.

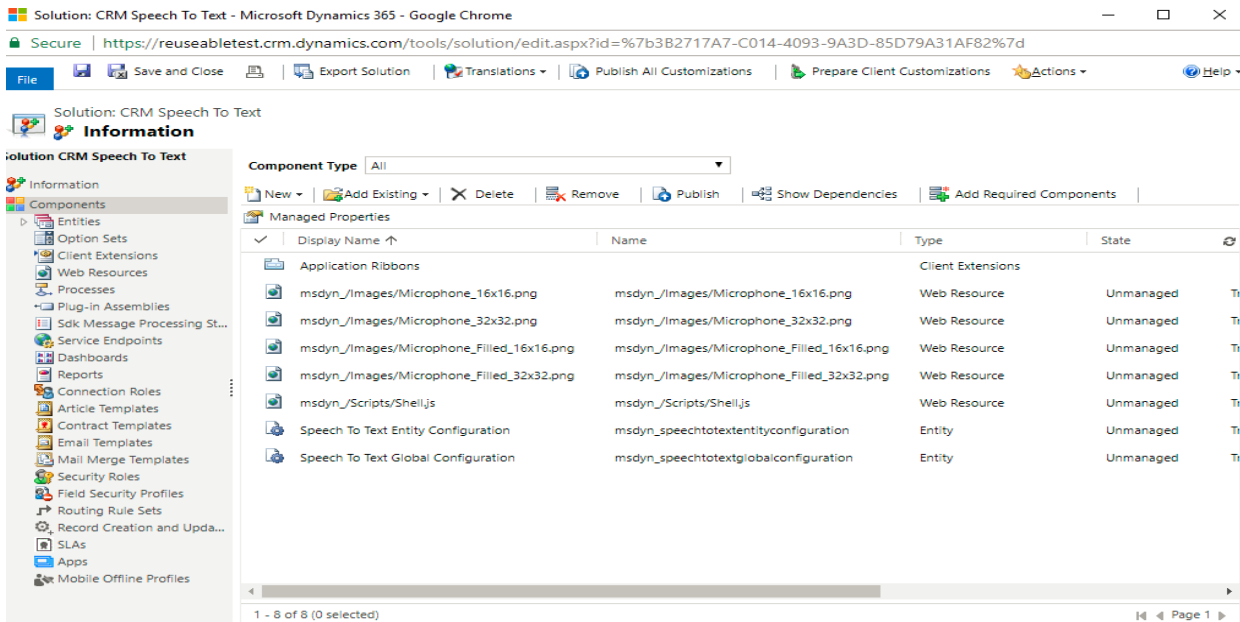
NEW: All languages supported.

Verify the Solution after Installation

After downloading the solution from <https://appsource.microsoft.com/en-us> the following components should be present in Dynamics 365.

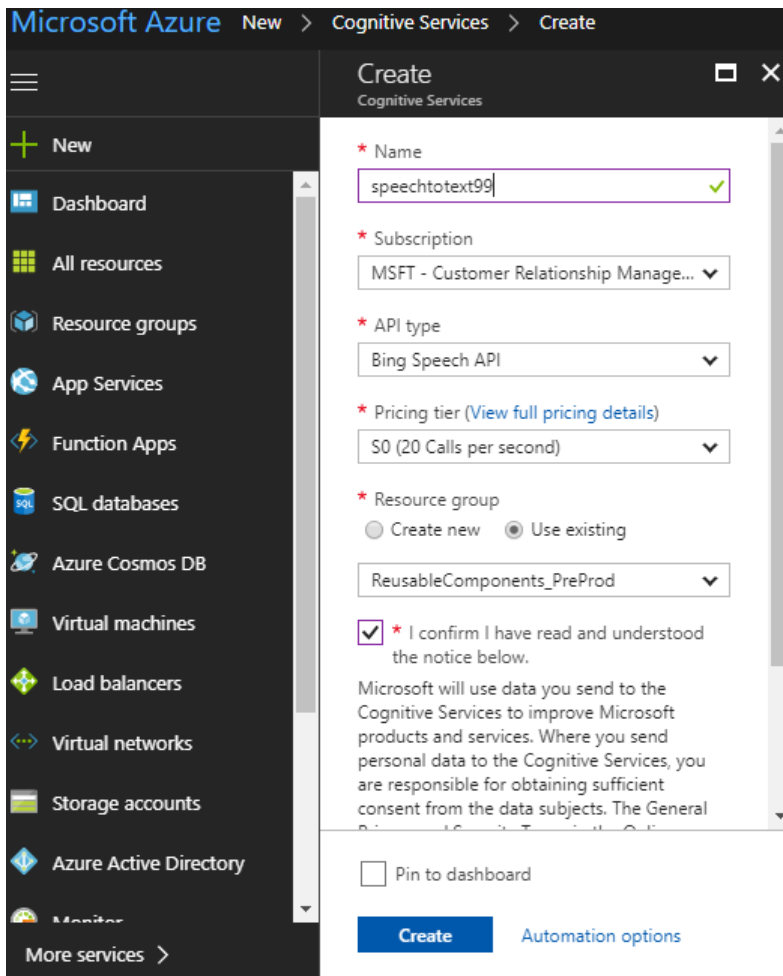
Name	Display Name	Version	Installed On	Package Type	Publisher	Description
CRMSpeechToText	CRM Speech To Text	1.0.0.0	10/13/2017	Unmanaged	Dynamics 365	CRM Speech To Text

Below are the Components.



Create Cognitive Services under Azure Subscription

Create New Cognitive Service with Bing Speech API. Example given below...



After creating Cognitive Service, copy the Keys.

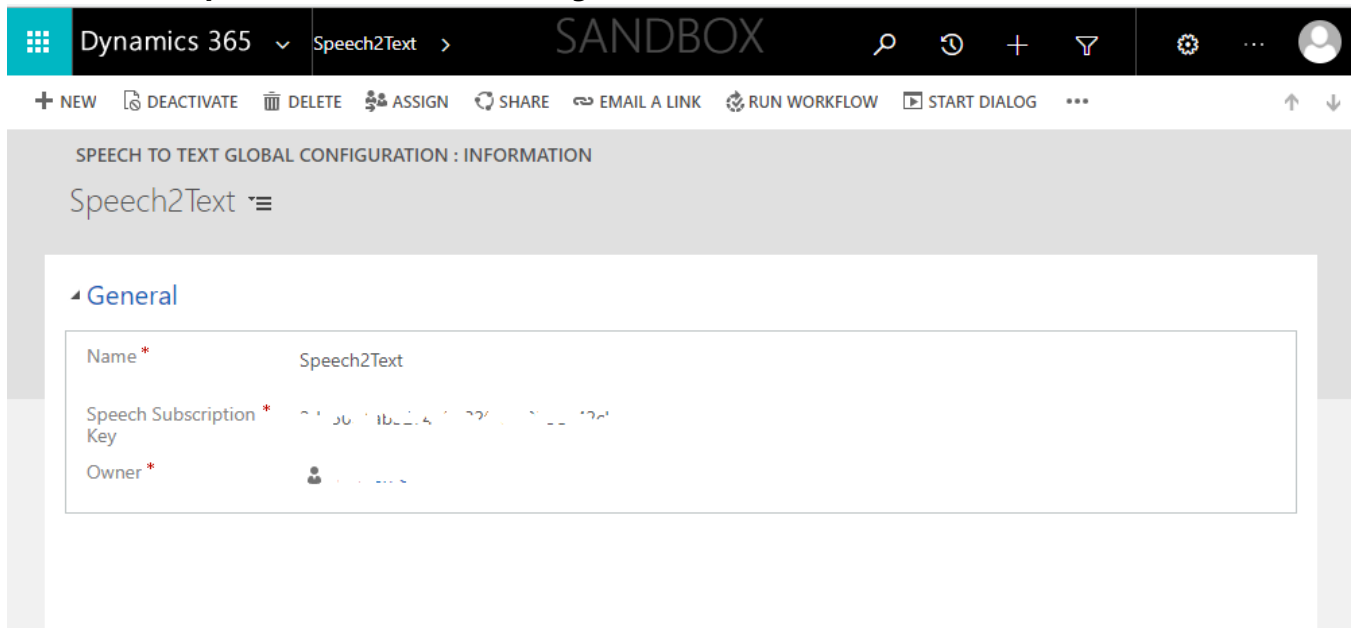
Configuring Entities

Speech to Text Global Configurations

1. Click on Advance find and select **Speech to Text Global Configurations** entity as shown below.



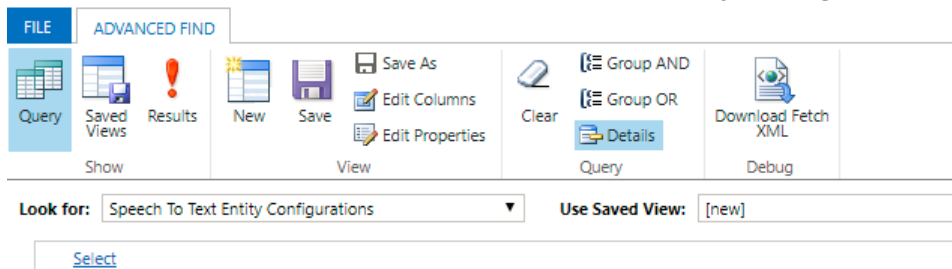
2. Click on Results and Create New Speech To Text Entity Configuration and enter the details as shown below. Language codes are available in <https://docs.microsoft.com/en-in/azure/cognitive-services/speech/api-reference-rest/supportedlanguages>
3. Click on **New Speech to Text Global Configuration**.



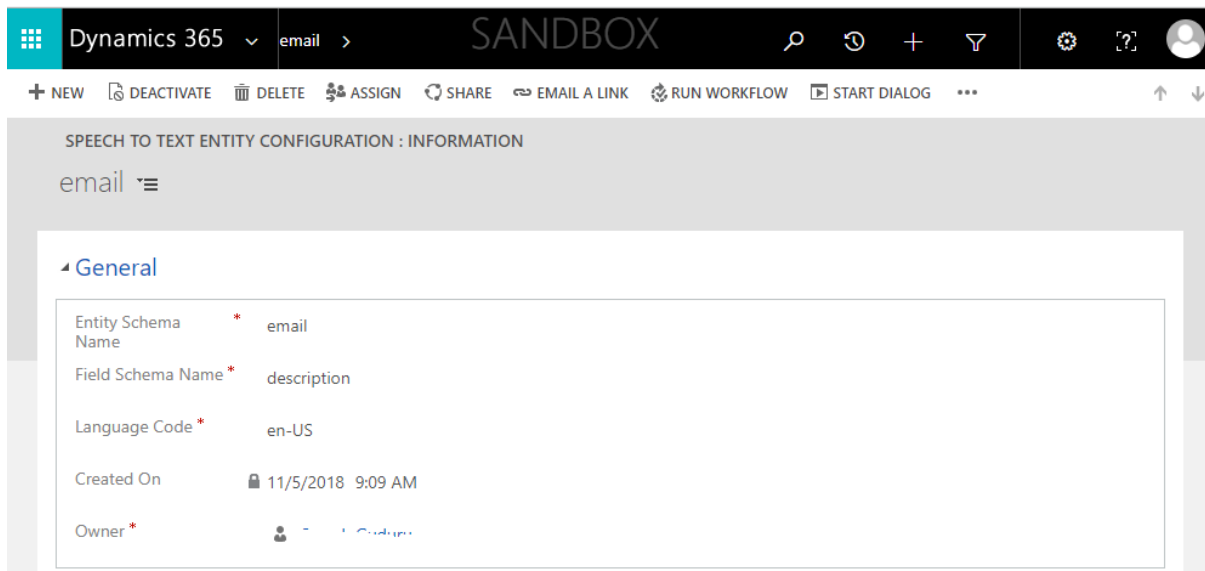
4. Provide **Name** and **Speech Subscription Key** (copied when generating Cognitive service).

Speech To Text Entity Configurations

1. Click on Advance Find and select **Speech To Text Entity Configurations** as shown below.



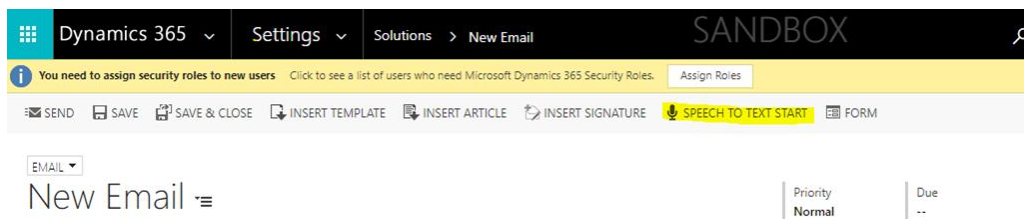
2. Click on Results and create new **Speech To Text Entity Configuration** and enter the details as shown below.



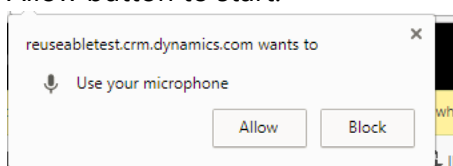
NOTE: Speech To Text can be applied to additional entities through their respective configurations.

Functionality

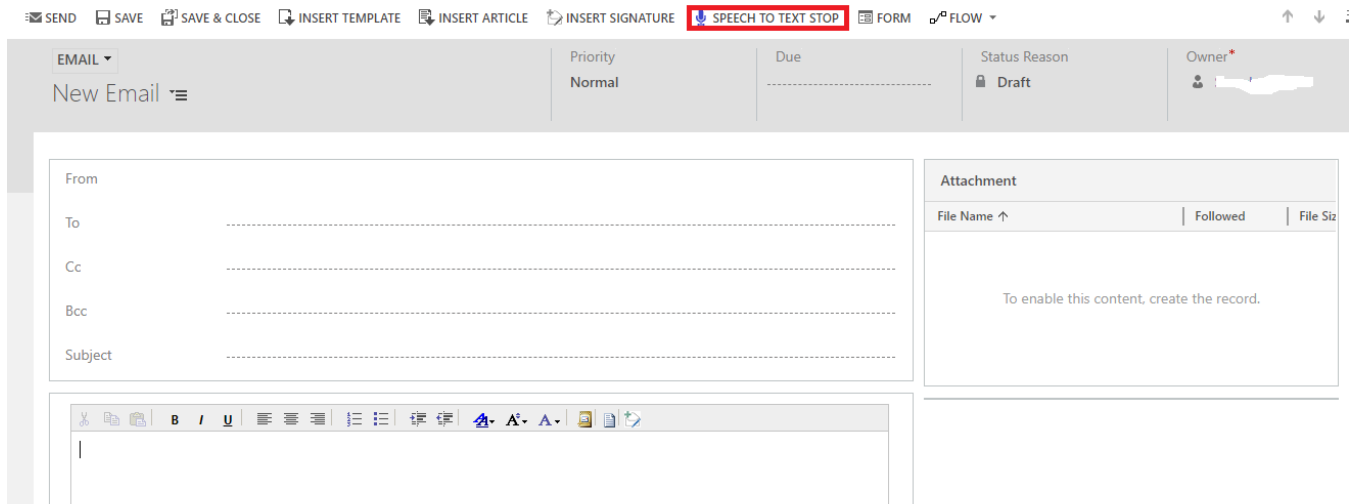
1. Create a new email. The SPEECH TO TEXT START button should be visible.



2. Click on SPEECH TO TEXT START to begin; the system will ask to allow microphone: Click on Allow button to start.



3. Start speaking; the converted speech will appear in the Email body. Click on SPEECH TO TEXT STOP button when finished speaking.



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