

# AI Guide

## Yeastar P-Series Appliance Edition

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# AI Overview

Yeastar P-Series PBX System is equipped with built-in AI-driven advanced voice, text, and call processing capabilities designed to enhance customer experience and improve user efficiency. This topic provides an overview of the various AI-powered features supported by the PBX.

## **AI Text-to-Speech**

With AI Text-to-Speech, you can automatically convert text into lifelike audio files, and configure the resources as greetings, announcements, or other voice prompts, delivering more dynamic and personalized interactions for customers.

For more information, see [AI Text-to-Speech Overview](#).

## **AI Voicemail Transcription**

AI Voicemail Transcription automatically converts messages delivered to user's voicemail into accurate, readable text. Eliminating the need to replay voicemail messages, users can efficiently view and manage voicemails as text, simplifying information access and follow-ups.

For more information, see [AI Transcription Overview](#).

# AI Text-to-Speech

## AI Text-to-Speech Overview

Yeastar P-Series PBX System supports an AI-powered Text-to-Speech (TTS) feature, which can convert text into lifelike speech. With TTS, you can easily create greetings or audio prompts simply by entering text, eliminating the need to record or upload audio files manually.

### Requirements

- **Firmware:** 37.22.0.134 or later
- **Subscription:** **Enterprise Plan** or **Ultimate Plan**

### Highlights

#### Enhanced efficiency

Instantly create and update audio prompts by simply editing text, without the need of recording, greatly saving time and resources.

#### Multi-language support

Offer a variety of language options, which can generate speech in different languages to meet diverse user needs.

#### Personalized settings

Choose from multiple standard and neural voice profiles, and adjust audio settings and flexibly adjust audios to match your requirements.

#### Multiple scenarios

Apply TTS-generated audio in IVR, queues, ring groups, and more, enhancing various communication scenarios.

### Configuration steps

To start using the AI-powered Text-to-Speech (TTS) feature, follow the steps below.

#### 1. Enable the AI Text-to-Speech feature

Enable the AI-powered Text-to-Speech (TTS) feature with a single click. Once enabled, you can generate audio files via TTS and configure the resources as greetings or

prompts for inbound calls on the PBX, delivering more dynamic and personalized interactions for customers.

For more information, see [Enable AI Text-to-Speech](#).

## 2. Generate audio prompts using the AI Text-to-Speech feature

Create audio prompts for specific features by entering your desired text content and customizing audio settings such as language, voice profile, speed, and volume to meet your requirements.



### Note:

For single extension's audio prompt settings, users can customize the corresponding resources and configurations directly from their Linkus Web / Desktop Clients. These settings will be automatically synchronized between the PBX and the user's Linkus Client.

For more information, see [Generate Audio Prompts using AI Text-to-Speech](#).

# Enable AI Text-to-Speech

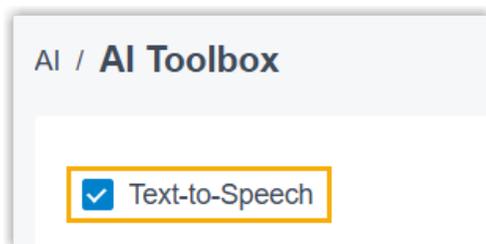
To use the Text-to-Speech (TTS) feature, you need to enable it first. This topic describes how to enable AI Text-to-Speech.

## Requirements

- **Firmware:** 37.22.0.134 or later
- **Subscription:** **Enterprise Plan** or **Ultimate Plan**

## Procedure

1. Log in to PBX web portal, go to **AI > AI Toolbox**.
2. Select the checkbox of **Text-to-Speech**.



3. Click **Save**.

## Result

The AI Text-to-Speech feature is enabled.

## What to do next

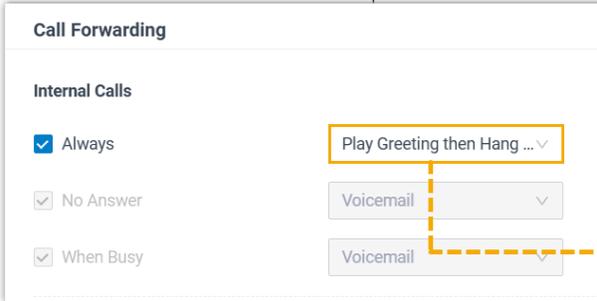
[Generate Audio Prompts using AI Text-to-Speech](#)

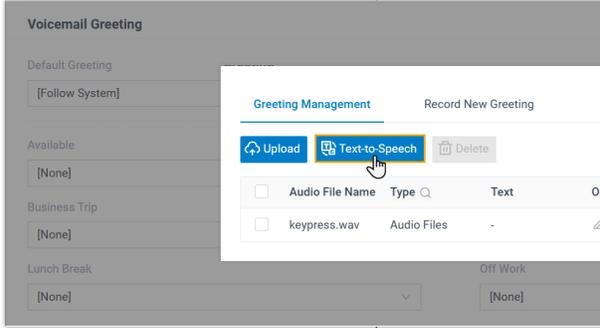
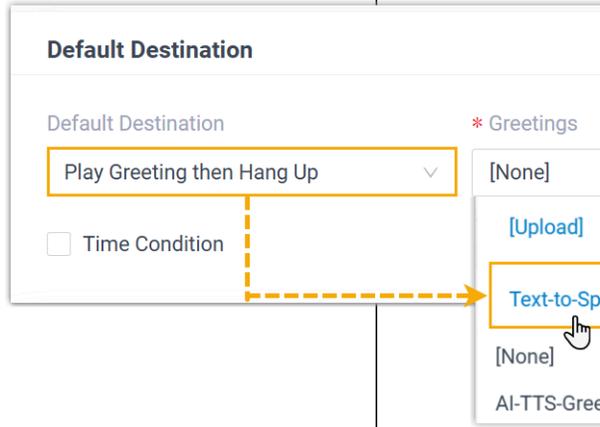
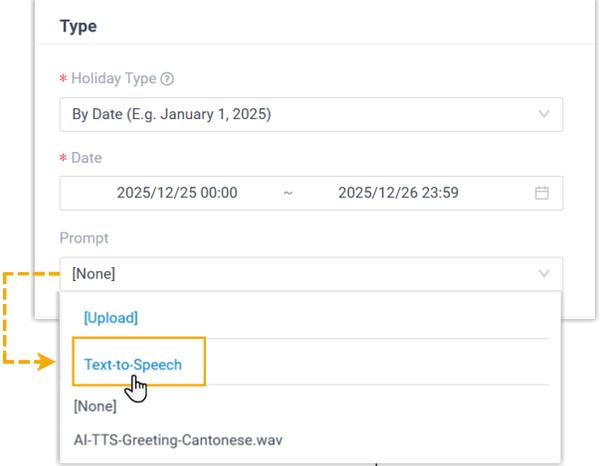
# Generate Audio Prompts using AI Text-to-Speech

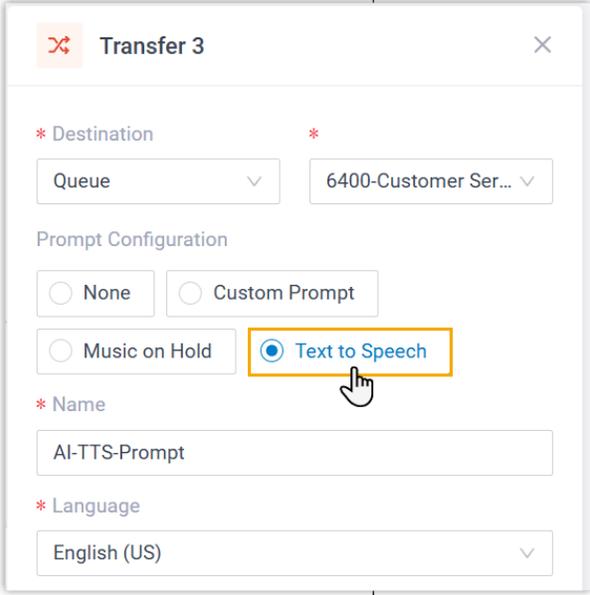
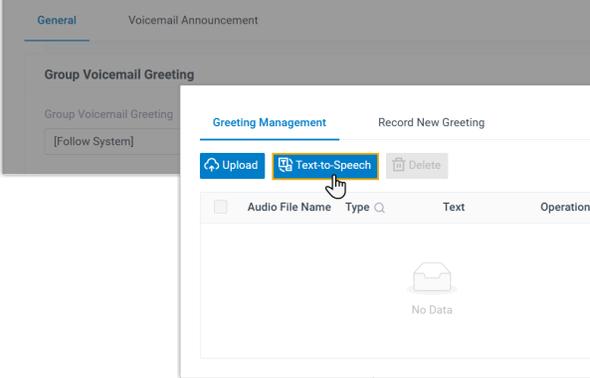
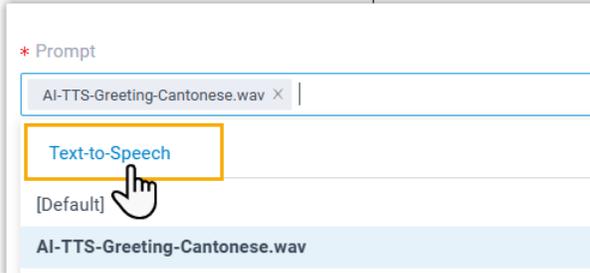
This topic lists the features that support setting up prompts using the AI Text-to-Speech feature, and describes how to configure and generate natural-sounding audio prompts.

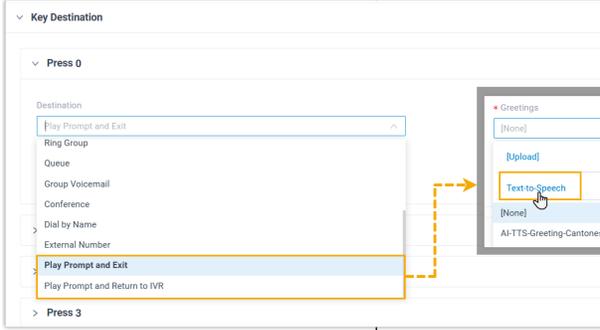
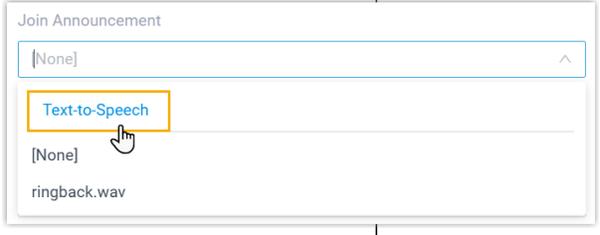
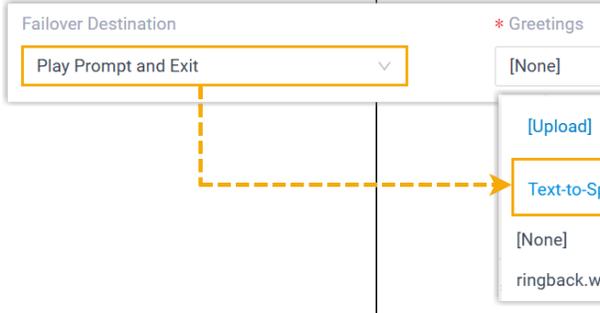
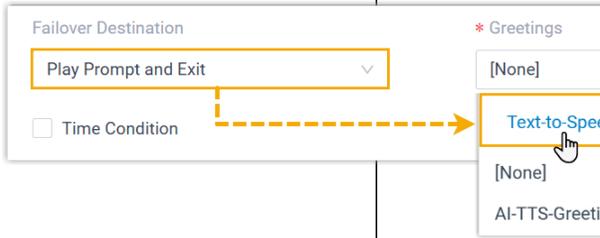
## Introduction

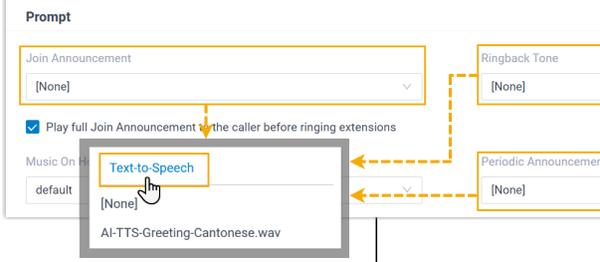
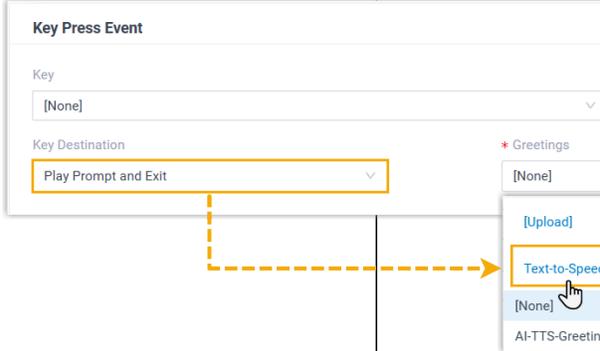
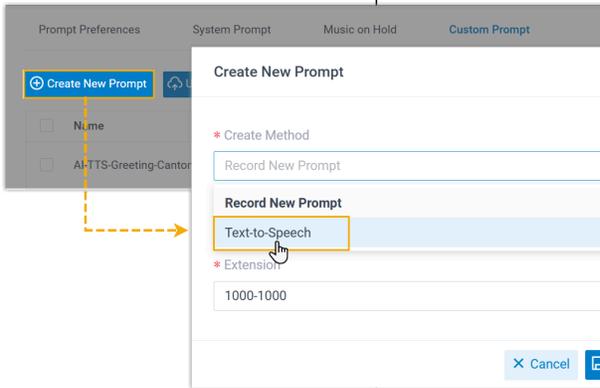
You can use AI Text to Speech (TTS) to generate prompts and greetings for all the features listed below.

Feature	Description	Illustration
Extension	<p>Set a custom greeting for call forwarding destination when editing an extension (Path: <b>Extension and Trunk &gt; Extension &gt; Presence &gt; Call Forwarding</b>).</p> <p><b>Note:</b>                      The prompt will be synchronized to the extension user's Linkus clients. The user can also customize the Text-to-Speech prompt directly on their Linkus Web / Desktop Client, and the changes will be automatically synced to the corresponding extension settings on the PBX.</p>	

Feature	Description	Illustration
	<p>Set greeting for voicemail when editing an extension (Path: <b>Extension and Trunk &gt; Extension &gt; Voicemail &gt; Voicemail Greeting &gt; Greeting Management</b>).</p> <p><b>Note:</b> The prompt will be synchronized to the extension user's Linkus clients. The user can also customize the Text-to-Speech prompt directly on their Linkus Web / Desktop Client, and the changes will be automatically synced to the corresponding extension settings on the PBX.</p>	 <p>The screenshot shows the 'Voicemail Greeting' configuration page. A modal window titled 'Greeting Management' is open, displaying a table with columns for 'Audio File Name', 'Type', and 'Text'. The 'Text-to-Speech' button is highlighted with a yellow box and a mouse cursor.</p>
<p>Inbound Route</p>	<p>Set prompts for inbound call destinations, including both default and time-based destinations (Path: <b>Call Control &gt; Inbound Route &gt; Default Destination</b>).</p>	 <p>The screenshot shows the 'Default Destination' configuration page. The 'Default Destination' dropdown menu is set to 'Play Greeting then Hang Up'. A dashed yellow arrow points from this dropdown to the 'Text-to-Speech' option in the 'Greetings' list on the right.</p>
<p>Holidays</p>	<p>Set holiday prompts (Path: <b>Call Control &gt; Business Hours and Holidays &gt; Holidays &gt; Type &gt; Prompt</b>).</p>	 <p>The screenshot shows the 'Type' configuration page for a holiday. The 'Prompt' dropdown menu is set to '[None]'. A dashed yellow arrow points from this dropdown to the 'Text-to-Speech' option in the list below.</p>

Feature	Description	Illustration
<p>Call Flow Designer</p>	<p>Set prompts for components in call flow processes (Path: <b>Call Flow Designer</b>).</p>	 <p>The screenshot shows the configuration for a 'Transfer 3' step. Under 'Prompt Configuration', the 'Text-to-Speech' radio button is selected and highlighted with a yellow box and a hand cursor. Other options include 'None', 'Custom Prompt', and 'Music on Hold'. The 'Name' field contains 'AI-TTS-Prompt' and the 'Language' is set to 'English (US)'.</p>
<p>Voicemail</p>	<p>Set a custom greeting for a group voicemail (Path: <b>Call Features &gt; Voicemail &gt; Group Voicemail &gt; General &gt; Group Voicemail Greeting &gt; Greeting Management</b>).</p>	 <p>The screenshot shows the 'Greeting Management' section of the 'Group Voicemail Greeting' configuration. The 'Text-to-Speech' button is highlighted with a yellow box and a hand cursor. The interface includes an 'Upload' button, a 'Delete' icon, and a table with columns for 'Audio File Name', 'Type', and 'Text'. The table currently shows 'No Data'.</p>
<p>Voicemail</p>	<p>Set a global greeting for voicemails (Path: <b>Call Features &gt; Voicemail &gt; Voicemail Settings &gt; Greeting Options &gt; Global Voicemail Greeting</b>).</p>	 <p>The screenshot shows the 'Greeting Options' configuration. The 'Global Voicemail Greeting' dropdown menu is open, and the 'Text-to-Speech' option is selected and highlighted with a yellow box and a hand cursor. The 'Max Greeting Time (s)' is set to 60.</p>
<p>IVR</p>	<p>Set an IVR prompt (Path: <b>Call Features &gt; IVR &gt; Basic &gt; Prompt</b>).</p>	 <p>The screenshot shows the 'Prompt' configuration for an IVR step. The 'Text-to-Speech' option is selected and highlighted with a yellow box and a hand cursor. The prompt name is 'AI-TTS-Greeting-Cantonese.wav'.</p>

Feature	Description	Illustration
	<p>Set prompts for IVR keypress destinations (Path: <b>Call Features &gt; IVR &gt; Key Press Event &gt; Key Destination/Response Timeout/Invalid Input Destination &gt; Destination</b>).</p>	
<p>Ring Group</p>	<p>Set join announcement for a ring group (Path: <b>Call Features &gt; Ring Group &gt; Join Announcement</b>).</p>	
	<p>Set ringback tone for a ring group (Path: <b>Call Features &gt; Ring Group &gt; Ringback Tone</b>).</p>	
	<p>Set prompts for failover destinations, including default destination and time-based destinations (Path: <b>Call Features &gt; Ring Group &gt; Failover Destination</b>).</p>	
<p>Queue</p>	<p>Set a prompt for failover destination, including both default and time-based destinations (Path: <b>Call Features &gt; Queue &gt; Basic &gt; Basic</b>).</p>	

Feature	Description	Illustration
	<p>Set the following prompts for a queue (Path: <b>Call Features &gt; Queue &gt; Basic &gt; Prompt</b>).</p> <ul style="list-style-type: none"> <li>• Join Announcement</li> <li>• Ringback Tone</li> <li>• Periodic Announcement</li> </ul>	
	<p>Set a prompt for satisfaction survey (Path: <b>Call Features &gt; Queue &gt; Preferences &gt; Satisfaction Survey</b>).</p>	
	<p>Set a prompt for the destination of key press event (Path: <b>Call Features &gt; Queue &gt; Preferences &gt; Key Press Event &gt; Key Destination</b>).</p>	
<p>Custom Prompt</p>	<p>Create a new custom prompt (Path: <b>PBX Settings &gt; Voice Prompt &gt; Custom Prompt &gt; Create New Prompt</b>).</p>	

Feature	Description	Illustration
PMS Integration	Set the voice prompt to be played when guests answer wakeup calls (Path: <b>Integrations &gt; PMS &gt; Wake-up Call Service</b> ).	
Hotel Management	Set the voice prompt to be played when the guest(s) answer the wake-up call (Path: <b>Hotel Management &gt; Wake-up Service &gt; Wake-Up Rule</b> ).	

## Prerequisites

You have [enabled AI Text-to-Speech](#).

## Procedure

1. Access the corresponding menu of a specific feature, and click **Text-to-Speech**.
2. In the pop-up window, specify the prompt details.

**Text-to-Speech**
✕

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**\* Name**

**\* Language**

English ▼

**\* Voice**

Ryan (Male) ▼

**\* Text**

Hello! Thank you for calling.  
 If you know your party's extension, you may dial it at any time.  
 For Sales, press 1.  
 For Support, press 2.  
 For all other inquiries, press 0 or stay on the line.  
 We look forward to assisting you!

- **Name:** Specify a name for the prompt to help you identify it.
- **Language:** Select the language for the prompt.
- **Voice:** Select a voice profile for the prompt.
- **Text:** Enter the content to be converted to audio.

**Note:**

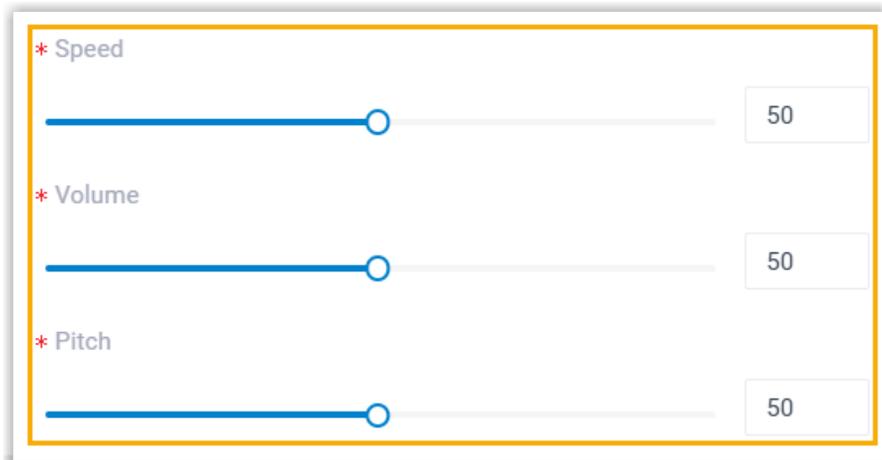
The text content should be in the same language as the audio prompt.

3. **Optional:** Adjust audio settings and preview the prompt as needed.

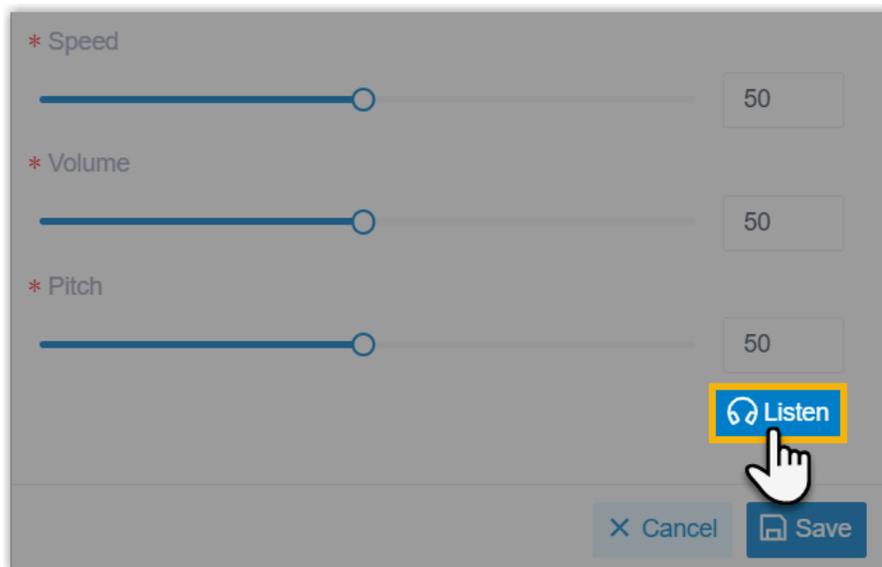
- a. On the **Speed**, **Volume**, and **Pitch** sliders, adjust the desired values to your preference.

**Note:**

The **Pitch** option is only available when you set **Language** to **Arabic**, **English (Wales)**, **Icelandic**, **Romanian**, **Russian** or **Welsh**.



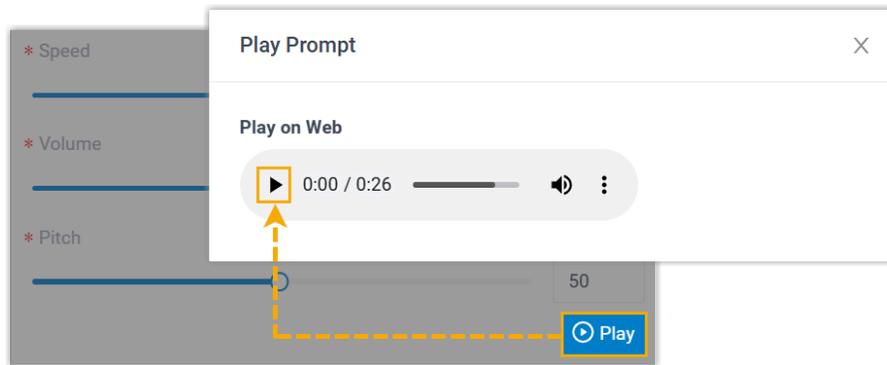
b. To preview the audio prompt, click **Listen**.



The button displays **Generating**, and then change to **Play** after the audio prompt is successfully generated.



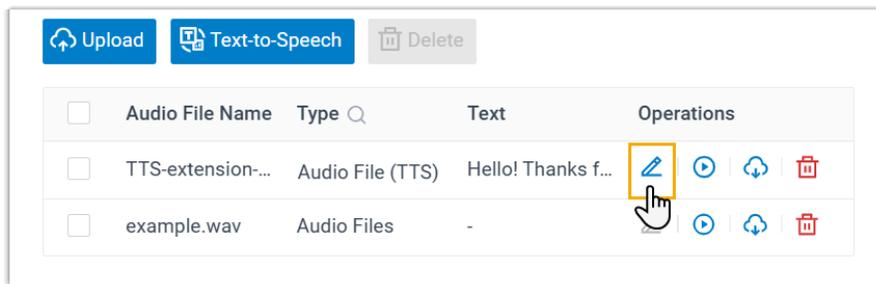
c. Click **Play**, then click  in the pop-up window to listen to the audio prompt on web.



4. Click **Save**.

## Result

- The audio prompt is saved and can be applied to the specific feature.
- You can easily update the prompt by modifying the text or adjusting the audio settings after it has been added.
  - For extensions, go to **Extension and Trunk > Extension > Voicemail > Voicemail Greeting > Greeting Management**.

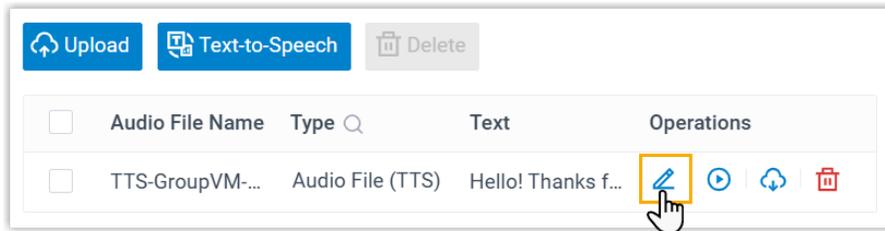


- For group voicemails, go to **Call Features > Voicemail > Group Voicemail > Group Voicemail Greeting > Greeting Management**.

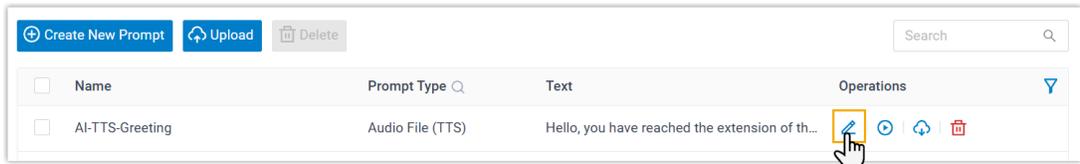


### Note:

Prompts added in **Voicemail Settings** are synchronized and managed in the custom prompt list.



- For other features supporting AI Text-to-Speech, go to **PBX Settings > Voice Prompt > Custom Prompt**.



# AI Transcription

## AI Transcription Overview

Yeastar P-Series PBX System supports AI transcription feature for voicemail messages, which can convert voicemail into readable text using the built-in artificial intelligence (AI), allowing users to quickly review voicemail messages.

### Requirements and restriction

#### Requirements

Item	Requirement
Firmware	37.22.0.134 or later
Subscription	<ul style="list-style-type: none"><li>Subscribe to <b>Enterprise Plan</b> or <b>Ultimate Plan</b> to ensure the <b>AI Transcription</b> feature is available.</li></ul> <div data-bbox="602 978 1300 1194"><p> <b>Note:</b> You can get started with the AI transcription feature using the one-time free transcription minutes that come with your subscription plan (120 minutes for <b>Enterprise Plan</b> or 240 minutes for <b>Ultimate Plan</b>).</p></div> <ul style="list-style-type: none"><li>To expand AI transcription minutes, subscribe to the <b>Transcription</b> add-on service (Path: <b>Plan &gt; Add-on Subscription</b>).</li></ul> <div data-bbox="602 1335 1497 1434"><p>The card shows a screenshot of the 'AI Transcription' add-on service in the system interface. It includes a 'BUY' button with a hand cursor icon.</p></div>

#### Restriction

The built-in AI voicemail transcription can NOT be used simultaneously with the third-party Speech-to-Text (STT) API integration on the PBX system.

#### Highlights

##### Instant & accurate transcription

Deliver accurate voicemail-to-text conversion, allowing users to easily review and prioritize important messages.

## Effortless transcript review & adjustment

Allow users to easily review, edit, and fine-tune the AI-generated transcripts to clarify information, add personal notes and clear key points.

## Flexible transcription modes

Support both automatic and manual transcription modes, allowing users to choose whether to transcribe voicemails automatically or only when needed.

## Multi-language support

Provide multiple languages for transcribing of voicemails. Extension users can set their preferred transcription language individually.

## Guidances

### Configure AI transcription feature

#### 1. Enable and Configure AI transcription feature

Enable the AI transcription feature for the system. Set the desired transcription language and specify which extensions are allowed to use the transcription feature.

For more information, see [Enable AI Voicemail Transcription](#).

#### 2. Customize AI transcription for extensions

After transcription enabled, voicemail messages for authorized extensions can be transcribed into readable text. You can configure the transcription mode (either automatic or manual) and preferred transcription language for each extension individually.

**Note:**

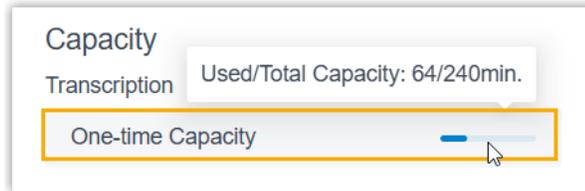
Authorized extension users can customize the AI transcription configuration directly from their Linkus Clients. These settings will be automatically synchronized between the PBX and the user's Linkus Client.

For more information, see [Configure AI Voicemail Transcription for an Extension](#).

### Track AI transcription usage

You can track AI transcription usage using one of the following methods.

- View used transcription minutes from the **Transcription Usage Details** report. For more information, see [Access Transcription Usage Details Report](#).
- View used transcription minutes and total capacity directly from the **Dashboard** (Only visible to super administrator account).



## Configuration for AI Voicemail Transcription

### Enable AI Voicemail Transcription

AI voicemail transcription can convert voicemail audio into readable text using the built-in artificial intelligence (AI), allowing users to quickly review voicemail messages. This topic describes how to enable AI voicemail transcription.



#### Note:

You can enable the AI-powered processing feature mentioned in this topic and manage corresponding resources and configurations on the PBX.

For single extension's settings associated with the feature, users can customize the resources and configurations directly from their Linkus Clients. These settings will be automatically synchronized between the PBX and the user's Linkus Client.

### Requirements

Item	Requirement
Firmware	37.22.0.134 or later
Subscription	<ul style="list-style-type: none"> <li>• Subscribe to <b>Enterprise Plan</b> or <b>Ultimate Plan</b> to ensure the <b>AI Transcription</b> feature is available.</li> </ul> <div style="border: 1px solid #0070c0; padding: 5px; margin-top: 10px;"> <p><b>Note:</b> You can get started with the AI transcription feature using the one-time free transcription minutes that come with your</p> </div>

Item	Requirement
	<div data-bbox="548 254 1386 338">  subscription plan (120 minutes for <b>Enterprise Plan</b> or 240 minutes for <b>Ultimate Plan</b>). </div> <ul style="list-style-type: none"> <li data-bbox="527 348 1325 422">• To expand AI transcription minutes, subscribe to the <b>Transcription</b> add-on service (Path: <b>Plan &gt; Add-on Subscription</b>).</li> </ul> <div data-bbox="548 443 1435 541">  <div data-bbox="727 470 1338 512"> <p>Transcription</p> <p>Provide accurate AI transcription for voicemail audio. Read intuitive text to eliminate the hassle of replaying audio and improve productivity.</p> </div>  </div>

## Procedure

1. Log in to PBX web portal, go to **AI > AI Toolbox**.
2. Select the checkbox of **Voicemail Transcription** to enable the feature.
3. Configure voicemail transcription settings:

- a. Set the transcription language.
  - **Language:** In the drop-down list, select the desired language in which group voicemail messages will be transcribed.
  - **Languages to Auto-Detect:** If you set the **Language** to **Automatic**, select the desired languages for auto detection.

The system will automatically detect and transcribe voicemail messages in the selected languages.



### Note:

- You can select up to 5 languages for auto-detection simultaneously.



- Only one region can be selected per language. For example, you cannot select both English (UK) and English (US) at the same time.

b. In the **Extension Scope for This Feature** section, specify which extensions / extension groups / departments are allowed to use voicemail transcription feature.

- **All Extensions:** All extensions can use this feature.
- **Specific Extensions:** Only selected extensions can use this feature.

4. Click **Save**.

## Result

- The AI voicemail transcription feature is enabled. The system will automatically transcribe both group and extension voicemail messages into readable texts in the specified languages.



### Note:

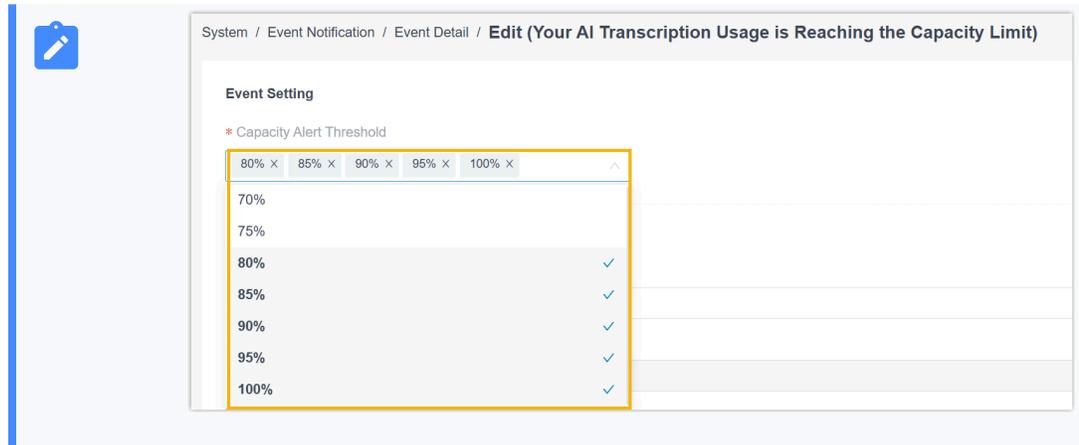
Messages delivered to extension voicemails, including those from group voicemails in **Broadcast to Members** mode, are transcribed in the language individually configured for each extension (Path: **Extension and Trunk > Extension > AI > Voicemail Transcription > Language**). For more information, see [Configure AI Voicemail Transcription for an Extension](#).

- The system automatically monitors transcription usage and sends notifications when specific capacity thresholds are reached:
  - When transcription utilization rate (used minutes / total minutes) has reached the pre-configured capacity thresholds, the PBX sends a notification **Your AI Transcription Usage is Reaching the Capacity Limit** to notify relevant contacts.



### Note:

- The default thresholds are 80%, 90%, and 95%.
- You can customize the thresholds as needed (Path: **System > Event Notification > Your AI Transcription Usage is Reaching the Capacity Limit > Event Detail > Event Setting > Capacity Alert Threshold**).



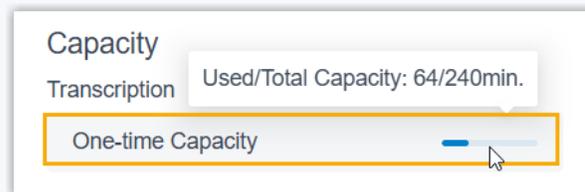
- The total AI transcription minutes is fully used, the PBX sends a notification **AI Transcription Limit Reached** to notify relevant contacts.



#### Note:

In addition, you can track AI transcription usage using one of the following methods.

- View used transcription minutes from the **Transcription Usage Details** report. For more information, see [Access Transcription Usage Details Report](#).
- View used transcription minutes and total capacity directly from the **Dashboard** (Only visible to super administrator account).



## Configure AI Voicemail Transcription for an Extension

After AI voicemail transcription is enabled, voicemail messages for authorized extensions are automatically transcribed in a preset language. You can adjust the transcription settings for extensions individually to meet their specific needs.



#### Note:



Extension users can also customize the AI voicemail transcription settings directly on their Linkus Clients, and the changes will be automatically synchronized to the corresponding extension settings on the PBX.

## Prerequisites

You have [enabled AI voicemail transcription](#) and granted the usage permission for the desired extension.

## Procedure

1. Log in to PBX web portal, go to **Extension and Trunk > Extension**.
2. Click  beside the desired extension, then click the **AI** tab.
3. In the **Voicemail Transcription** section, configure the following settings.

Setting	Description
Automatic Voicemail Transcription	Specify whether to automatically transcribe voicemail messages for the extension.  This option is enabled by default. If disabled, extension users need to manually trigger transcription for specific voicemails on their Linkus clients when needed (Path: <b>Voicemails</b> ).
Language	In the drop-down list, select the desired language in which group voicemail messages will be transcribed.
Languages to Auto-Detect	If you set the <b>Language</b> to <b>Automatic</b> , select the desired languages for auto detection.  The system will automatically detect and transcribe voicemail messages in the selected languages.  <div style="border-left: 2px solid #007bff; padding-left: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>• You can select up to 5 languages for auto-detection simultaneously.</li> <li>• Only one region can be selected per language. For example, you cannot select both English (UK) and English (US) at the same time.</li> </ul> </div>

#### 4. Click **Save**.

## Result

- Messages delivered to the extension's voicemail will be transcribed into text in the specified language, either automatically or manually.



### Note:

Messages from group voicemails in **Shared by Members** mode still follows the global transcription language setting (Set in **Integrations > AI > Voicemail Transcription > Language**).

- Extension users can access the transcribed texts through the following methods:

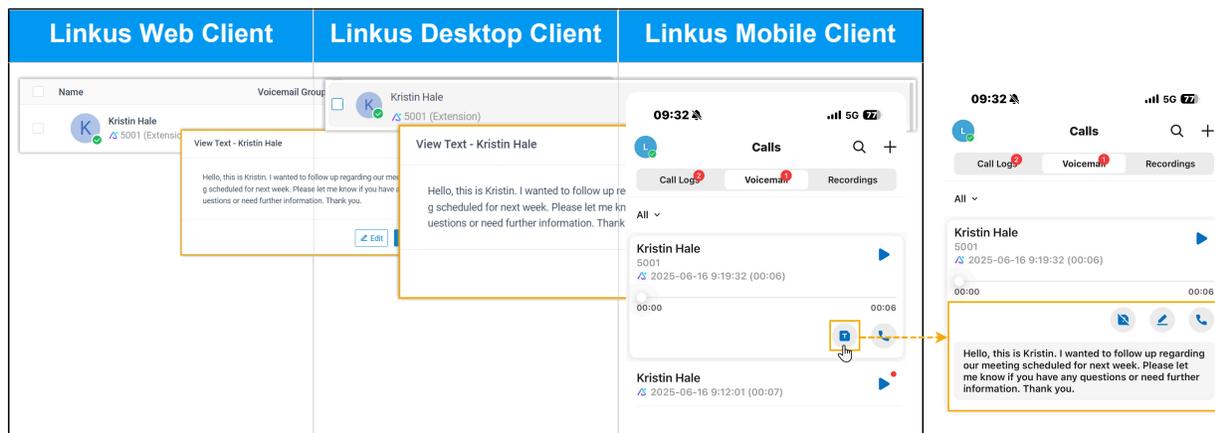
### Linkus UC Clients

Users can view the transcribed text for each voicemail on their Linkus UC Clients (Path: **Voicemails**). The transcribed voicemail messages are marked with an icon .



### Note:

Users can edit or refine the texts by clicking **Edit** (for Web/Desktop Client) or tapping  (for Mobile Client) to correct names, clarify information, or add personal notes for future reference.



### Email

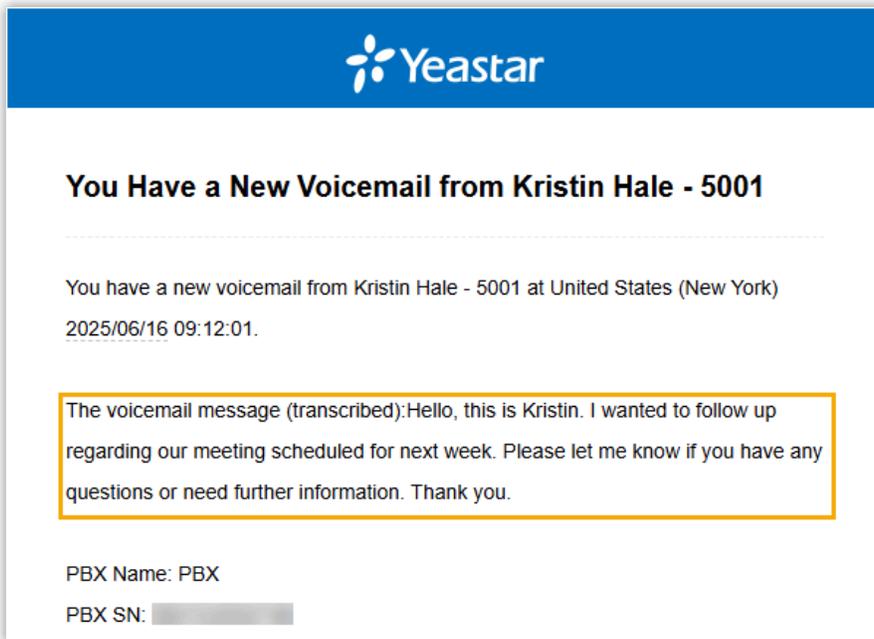
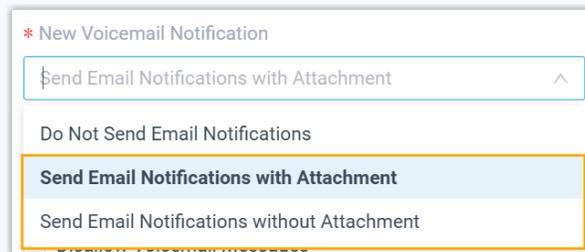
Users can see the transcribed text included in the body of the email notification for each received voicemail.



**Note:**

This method is only available when the following settings are enabled for the extension:

- **Automatic Voicemail Transcription** is enabled.
- **Voicemail to Email** feature is enabled (Path: **Extension and Trunk > Extension > Voicemail > New Voicemail Notification**).



# AI Transcription Report

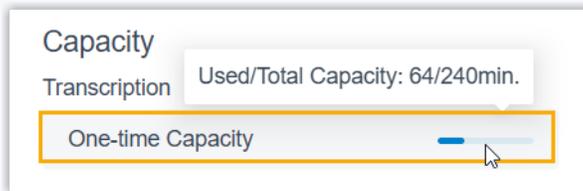
## Access Transcription Usage Details Report

**Transcription Usage Details** report provides an overview on the used transcription minutes for Voicemail Transcription. This topic describes how to access the report and explains the key metrics in detail.



### Note:

In addition to checking transcription usage in the call report, super administrator can also view transcription usage directly from the **Dashboard**.

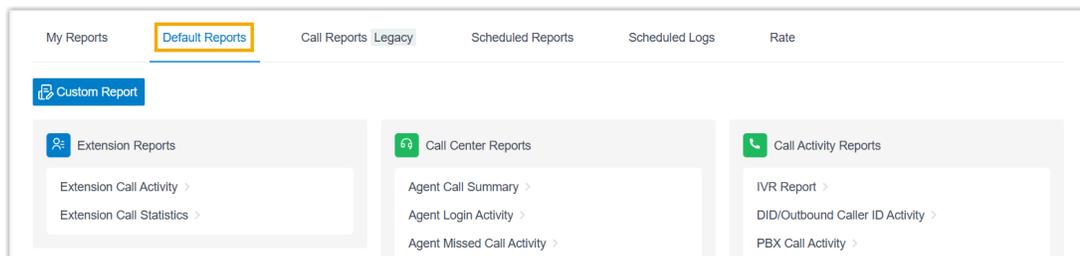


## Requirements

The PBX's firmware version is 37.22.0.134 or later.

## Procedure

1. Log in to PBX web portal, go to **Reports and Recordings > Call Reports**.
2. Access Transcription Usage Details report.
  - a. Click **Default Reports** tab.



### Note:

To enhance system performance, Yeastar has upgraded the CDR module in version 37.21.0.117 with a new data structure for clearer display



and more comprehensive call details. The system gradually deletes old CDRs and related call report data according to the **CDR Auto Cleanup** setting. Before old call report data are cleaned up, new and historical data are managed separately - the **Default Reports** tab for new data and the **Call Reports(Legacy)** tab for historical data.

This topic describes how to access new call report data generated after upgrading to version 37.21.0.117 or later. To access historical data, click **Call Reports(Legacy)** tab to proceed.

- b. In the **AI Reports** pane, click **Transcription Usage Details**.
- 3. In the **Time** field, set the time range that the report will cover.

Report Type
Time

Transcription Usage Details ▼

2025/01/01 00:00:00
~
2025/11/30 23:59:59
📅

The report that matches the filter criteria is displayed on the page, as shown below.

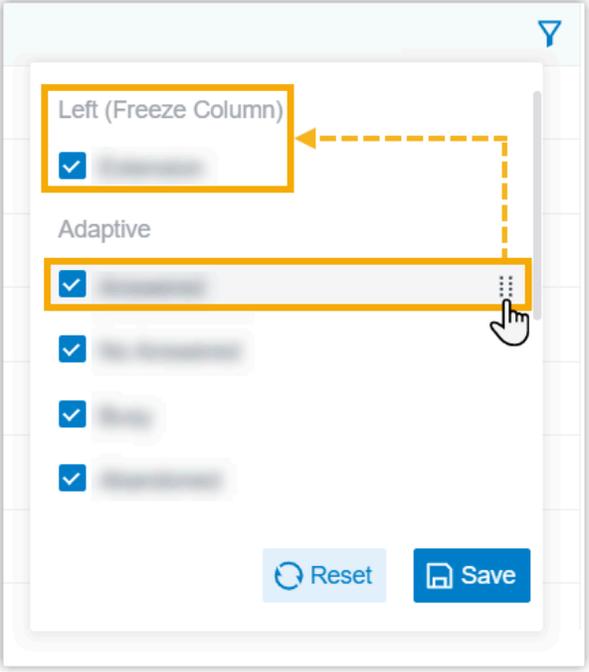
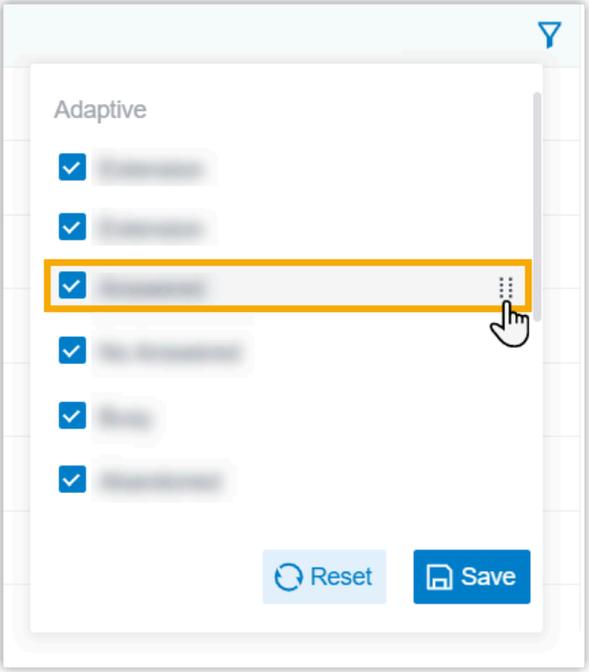
Download
Refresh

Transcription Event	Usage (mins)
Voicemail Transcription	1

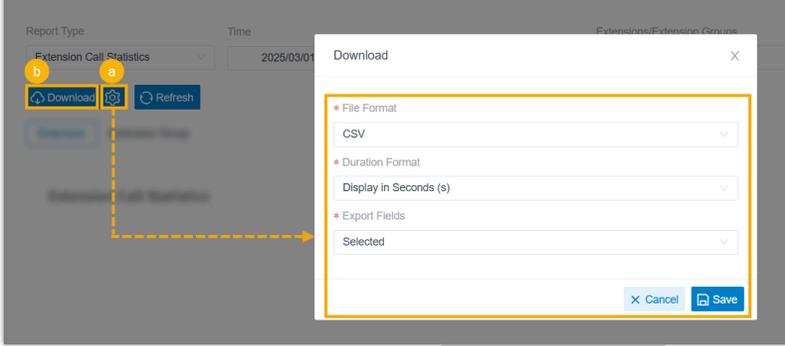
Total: 1
<
1
>
20 / page

- 4. **Optional:** Adjust columns in the list to focus on the key performance indicators that you want to track.

Operation	Description																																																																																
Select columns to display	Click  to select the columns to display. <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px; background-color: #f9f9f9;"> <table border="1" style="width: 100%; border-collapse: collapse; font-size: 0.8em;"> <thead> <tr> <th>Column</th> <th>Visible</th> <th>Hidden</th> <th>Pin</th> <th>Expanded</th> <th>Sorted</th> <th>Fixed</th> <th>Searchable</th> </tr> </thead> <tbody> <tr><td>Call ID</td><td>✓</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td></tr> <tr><td>Call Date</td><td>✓</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td></tr> <tr><td>Call Time</td><td>✓</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td></tr> <tr><td>Call Duration</td><td>✓</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td></tr> <tr><td>Call Status</td><td>✓</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td></tr> <tr><td>Call Type</td><td>✓</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td></tr> <tr><td>Call Party</td><td>✓</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td></tr> <tr><td>Call Reason</td><td>✓</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td></tr> <tr><td>Total</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td></tr> </tbody> </table> </div>	Column	Visible	Hidden	Pin	Expanded	Sorted	Fixed	Searchable	Call ID	✓	✗	✗	✗	✗	✗	✗	Call Date	✓	✗	✗	✗	✗	✗	✗	Call Time	✓	✗	✗	✗	✗	✗	✗	Call Duration	✓	✗	✗	✗	✗	✗	✗	Call Status	✓	✗	✗	✗	✗	✗	✗	Call Type	✓	✗	✗	✗	✗	✗	✗	Call Party	✓	✗	✗	✗	✗	✗	✗	Call Reason	✓	✗	✗	✗	✗	✗	✗	Total	✗	✗	✗	✗	✗	✗	✗
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Pin a column	Click  beside the desired field, then drag it to the <b>Left (Freeze Column)</b> or <b>Right (Freeze Column)</b> .																																																																																

Operation	Description
	
Change column order	<p>Click  beside the desired field, then drag it to the desired position.</p> 

5. **Optional:** Save the report for quick access, or schedule it for automatic delivery via email.

Operation	Description
<p>Add to <b>Scheduled Reports</b></p>	<p>Schedule a task to automatically send the report via email.</p> <ol style="list-style-type: none"> <li>At the bottom of the page, click <b>Add to Scheduled Reports</b>.</li> <li>Complete the follow-up settings according to <a href="#">scheduled task</a>.</li> </ol>
<p>Download the report</p>	<p>Download the report to local PC for offline review and further analysis.</p>  <ol style="list-style-type: none"> <li><b>Optional:</b> Click  to customize the report download setting, then save the changes. <ul style="list-style-type: none"> <li><b>File Format:</b> Specify the download format for this report. <ul style="list-style-type: none"> <li>CSV</li> <li>XLS</li> <li>HTML</li> <li>PDF</li> </ul> </li> <li><b>Duration Format:</b> Specify the display format for all duration-related fields. <ul style="list-style-type: none"> <li>Display in Second (s)</li> <li>Display as HH:MM:SS</li> </ul> </li> <li><b>Export Fields:</b> Specify the fields to export. <ul style="list-style-type: none"> <li>All</li> <li>Selected</li> </ul> </li> </ul> </li> <li>Click <b>Download</b>.</li> </ol>

## Report details

Refer to the table below for a detailed description of the report metrics.

Metric	Description
Transcription Event	The type of transcription performed. In this report, the value is fixed as <b>Voicemail Transcription</b> .

Metric	Description
Usage (mins)	<p data-bbox="527 262 1250 289">The used transcription minutes within the specified time period.</p> <div data-bbox="527 321 1388 499"> <b>Note:</b> Any partial minutes are rounded up to the next full minute. For example, if the total usage is 3 minutes and 57 seconds, it will be recorded as 4 minutes.</div>