AI Guide

Yeastar P-Series Software Edition

Version:
Date: 2026-03-30

Contents

AI Overview

Yeastar P-Series Software Edition 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 Receptionist

AI Receptionist provides a 24/7 virtual receptionist powered by AI. You can customize it to automatically answer calls, engage with callers, share company information, and handle routine questions, all without human intervention. It can also intelligently route calls to the right destination based on caller intent—whether identified by specific names or predefined rules—delivering faster, smarter service.

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

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 Transcription

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.

Call Transcription

AI Call Transcription automatically transcribes calls between two parties into readable texts in real time and generates summaries after calls end, helping users efficiently review call transcript, key points and to-do items.

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

AI Receptionist

AI Receptionist Overview

Yeastar P-Series Software Edition provides an AI receptionist feature, which functions as a lifelike front-desk assistant. It automatically answers calls, greets callers, answers questions based on your custom knowledge base, and intelligently routes calls to the appropriate destinations, helping minimize repetitive call handling while ensuring consistent service delivery.
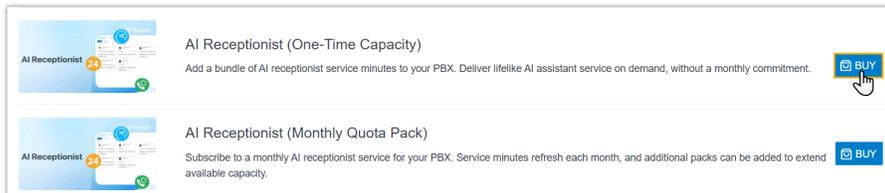
Requirements

To use the AI receptionist feature, make sure the following requirements are met on the PBX:

Firmware

The firmware of Yeastar P-Series Software Edition is 83.22.0.134 or later.

Subscription

The AI Receptionist feature includes **60** one-time free minutes with your plan subscription. To expand AI receptionist minutes, subscribe to the following add-on service(s) (Path: **Plan > Add-on Subscription**).

- **AI Receptionist (One-Time Capacity)**: One-time receptionist minutes. When used up, you need to purchase additional capacity.
- **AI Receptionist (Monthly Quota Pack)**: Monthly subscription pack with a fixed quota of **200** minutes that resets each month; unused minutes do not roll over to the next month.
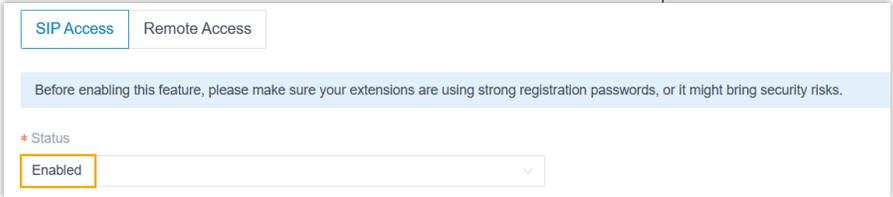
> **Note:**
> If both services are subscribed, minutes are deducted from the monthly quota pack first.

Network

- The PBX is able to access the Internet.
- The PBX is accessible via a domain name, either through **Yeastar FQDN** or a NAT-mapped domain (**Yeastar Domain** or **External Host**). The requirements vary by domain type, as listed below.

Domain Type	Requirement
Yeastar FQDN	The SIP access feature should be enabled (Path: **System > Network > Yeastar FQDN > Features > SIP Access**). SIP Access / Remote Access Before enabling this feature, please make sure your extensions are using strong registration passwords, or it might bring security risks. * Status Enabled
NAT-mapped domain	◦ The PBX has installed a valid domain certificate issued by a trusted CA (uploaded on **Security > Security Settings > Certificates**). Application Status / File Name / Type / Issued To / Expiration Time / Operations - / yeastardocs.cloudpbx.exa… / PBX Certificate / yeastardocs.cloudpbx.example.com / 2026/04/21 12:29:06 PM ◦ If the **Allowed Country/Region IP Access Protection** feature is enabled on the PBX (Path: **Security > Security Settings > Allowed Country IPs**), allow the access of the following countries based on the PBX's location: ▪ **Germany (DE)** - for PBX in Europe ▪ **United States of America (US)** - for PBX in other regions ◦ If your company has multiple public IP addresses, ensure the PBX domain name is resolved to the specific public IP address that the PBX uses for outbound SIP and RTP traffic to prevent one-way audio call issue.

SIP Settings

The SIP TCP port is enabled to ensure AI receptionist call connectivity (Path: **PBX Settings > SIP Settings > General > Basic**).

> 📝 **Note:**
> A system reboot is required after enabling this setting for the change to take effect.

Highlights

24/7 Always-on Receptionist

AI receptionists operate 24/7 to answer incoming calls instantly. Each receptionist supports up to 10 concurrent calls, ensuring callers receive immediate attention even during peak periods.

Multi-language Support

AI receptionists can communicate with callers in multiple languages. They can identify the language a caller is speaking and automatically respond in that language, providing a seamless experience for multilingual callers.

Customizable Personality and Skills

You can customize voice profiles, languages, and greetings to align with your brand. Enable or disable individual skills, including intent-based transfer, dial-by-name, and knowledge base access, to tailor the AI's capabilities to your specific requirements.

Knowledge-based Automatic Replies

Upload FAQs, product documentation, or other guides to the knowledge base and assign them to desired AI receptionists. The AI receptionist retrieves relevant information in real time to answer common questions and handle routine inquiries, reducing the workload on your team.

Intent-based Call Routing

AI receptionist identifies caller intent from natural conversation and instantly transfers the call to the right department or extension based on names, keywords, or other custom routing rules. This ensures callers are connected to the right person or team on the first attempt, reducing misdirected calls and improving first-call resolution.

Guidances

Set up AI receptionist

Follow these steps to get your AI receptionist up and running.

1. **Create an AI Receptionist**

   Set up a new AI receptionist and configure basic settings, such as name, receptionist number, language, voice profile, company information, greetings, etc.

   For more information, see [Create an AI Receptionist](#).

2. **Upload knowledges**

   Add well-organized contents to the knowledge base, such as frequently asked questions with detailed answers, documents, or website URLs. Regularly review and update the contents to keep information accurate and relevant. The AI receptionist will search the knowledge base in real-time during calls to provide accurate information.

   For more information, see [Add Contents to Knowledge Base](#).

3. **Manage skills for an AI receptionist**

   Enable or disable capabilities such as greeting, knowledge base access, dial by name, or intent-based transfer to tailor the AI to your needs.

   For more information, see [Manage Skills for an AI Receptionist](#).

4. **Test an AI receptionist online**

   Make test calls or send chat messages to simulate customer scenarios, and verify response accuracy and overall performance.

   For more information, see [Test an AI Receptionist](#).

5. **Adjust the AI receptionist**

   Adjust language, voice, speech rate, or call settings based on test results or changing business requirements. Update company information as needed so that the AI receptionist can provide callers with the latest information about your company.

   For more information, see [Update Settings of an AI Receptionist](#) and [Update Company Information for an AI Receptionist](#).

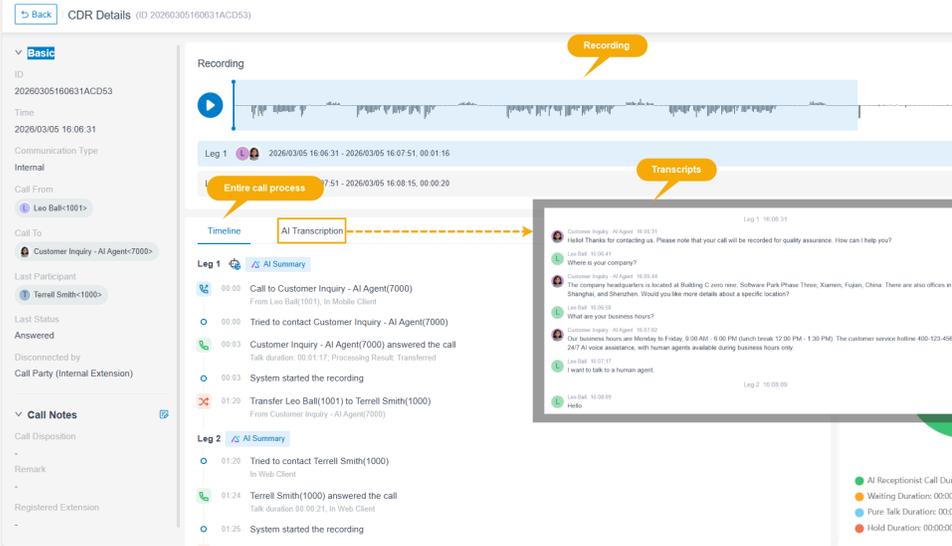6. **Use the AI receptionist for live calls**

   After configuration and testing, you can make the AI receptionist available to handle real customer calls. The AI receptionist can be reached using the following methods:

Method	Description
Direct access	Users can reach the AI receptionist by dialing its number directly: • **Internal extension users**: Dial the AI receptionist's extension number directly. • **External callers**: Dial the direct DID assigned to the AI receptionist.
Call routing destination	You can add the AI receptionist as a destination for the following features to route calls to the AI receptionist. • Inbound route • IVR • Call Flow transfer component • Service number in the Hotel Management Module

Monitor usage and call performance

Monitor your AI receptionist's usage and call statistics to ensure optimal performance.

Item	Description
Track usage capacity	• You can view the AI receptionist usage from the following location: ◦ **Dashboard** ◦ **Add-on Subscription** • The system automatically tracks usage and triggers the following events when specific thresholds are reached: ◦ **Your AI Receptionist Usage is Reaching the Capacity Limit**: Triggered when the used capacity of either one-time capacity or monthly quota pack has reached pre-configured capacity thresholds.

Item	Description
	◦ **AI Receptionist Limit Reached**: Triggered when the used capacity of both one-time capacity and monthly quota pack has reached the capacity limit. For more information, see Event Notification Overview.
Review call performance	• Check the call details and transcripts in CDR (Path: **Reports and Recordings > CDR (Advanced) > Details**). You can view the entire process of the call, and access full conversation transcripts and summary to review exactly what was discussed, or listen to call recordings to evaluate interaction quality. • Review the call report for the AI receptionist (Path: **Reports and Recordings > Call Reports > Default Reports > AI Reports**). You can access the AI receptionist's call statistics from an **AI Receptionist Call Activity** call report. Key metrics include call volume, transfer rates, and call duration, etc. For more information about the report, see Access AI Receptionist Call Activity Report.

AI Receptionist Configuration

Create an AI Receptionist

Create an AI receptionist and complete the basic configuration.

Requirements

To use the AI receptionist feature, make sure the following requirements are met on the PBX:

Firmware

The firmware of Yeastar P-Series Software Edition is 83.22.0.134 or later.

Subscription

The AI Receptionist feature includes **60** one-time free minutes with your plan subscription. To expand AI receptionist minutes, subscribe to the following add-on service(s) (Path: **Plan > Add-on Subscription**).

- **AI Receptionist (One-Time Capacity)**: One-time receptionist minutes. When used up, you need to purchase additional capacity.
- **AI Receptionist (Monthly Quota Pack)**: Monthly subscription pack with a fixed quota of **200** minutes that resets each month; unused minutes do not roll over to the next month.

> ✏️ **Note:**
> If both services are subscribed, minutes are deducted from the monthly quota pack first.

Network

- The PBX is able to access the Internet.

- The PBX is accessible via a domain name, either through **Yeastar FQDN** or a NAT-mapped domain (**Yeastar Domain** or **External Host**). The requirements vary by domain type, as listed below.

Domain Type	Requirement
Yeastar FQDN	The SIP access feature should be enabled (Path: **System > Network > Yeastar FQDN > Features > SIP Access**).
NAT-mapped domain	◦ The PBX has installed a valid domain certificate issued by a trusted CA (uploaded on **Security > Security Settings > Certificates**).

SIP Access | Remote Access

Before enabling this feature, please make sure your extensions are using strong registration passwords, or it might bring security risks.

* Status

Enabled

Application Status | File Name | Type | Issued To | Expiration Time | Operations
\- | yeastardocs.cloudpbx.exa… | PBX Certificate | yeastardocs.cloudpbx.example.com | 2026/04/21 12:29:06 PM |

◦ If the **Allowed Country/Region IP Access Protection** feature is enabled on the PBX (Path: **Security > Security Settings > Allowed Country IPs**), allow the access of the following countries based on the PBX's location:

- **Germany (DE)** - for PBX in Europe
- **United States of America (US)** - for PBX in other regions

◦ If your company has multiple public IP addresses, ensure the PBX domain name is resolved to the specific public IP address that the PBX uses for outbound SIP and RTP traffic to prevent one-way audio call issue.

SIP Settings

The SIP TCP port is enabled to ensure AI receptionist call connectivity (Path: **PBX Settings > SIP Settings > General > Basic**).

> 📝 **Note:**

> 📝 A system reboot is required after enabling this setting for the change to take effect.

* SIP TCP Port

☑ 5060

Limitations

- The PBX does not limit the number of AI receptionists.
- Each AI receptionist can handle up to **10** concurrent calls.

Procedure

1. Log in to PBX web portal, go to **AI > AI Receptionist**.
2. Click **Add**.
3. Complete the following configurations to set up an AI receptionist.
   - [Personalization](#)
   - [Company Information](#)
   - [Greeting](#)
   - [Dial By Name](#)
   - [Failover Destination](#)

Personalization

In the **Personalization** page, configure the basic information, language, and voice profile for receptionist.

a. Set the basic information of the AI receptionist.

* Name	* Number
Customer Inquiry Receptionist	7002

Setting	Description
Name	Specify a name to help you identify the AI receptionist.
Number	Set a number for the AI receptionist. Incoming calls to this number will be answered by the receptionist. ℹ️ **Tip:**

Setting	Description
	ⓘ You can check the available number range on **PBX Settings > Preferences > Extension Preferences > AI Receptionist**.

b. Set the primary language and voice profile for the AI receptionist.

Setting	Description
Primary Language	Select the primary language the AI receptionist will use to communicate with callers.
Receptionist	Select a desired voice profile for the selected language. ⓘ **Tip:** • To preview the voice, click 🎧 beside a voice profile. • To adjust how fast the AI speaks, click **Speed** at the top-right corner of the **Receptionist** section. The specified speech rate applies to all languages used by the receptionist.

Setting	Description
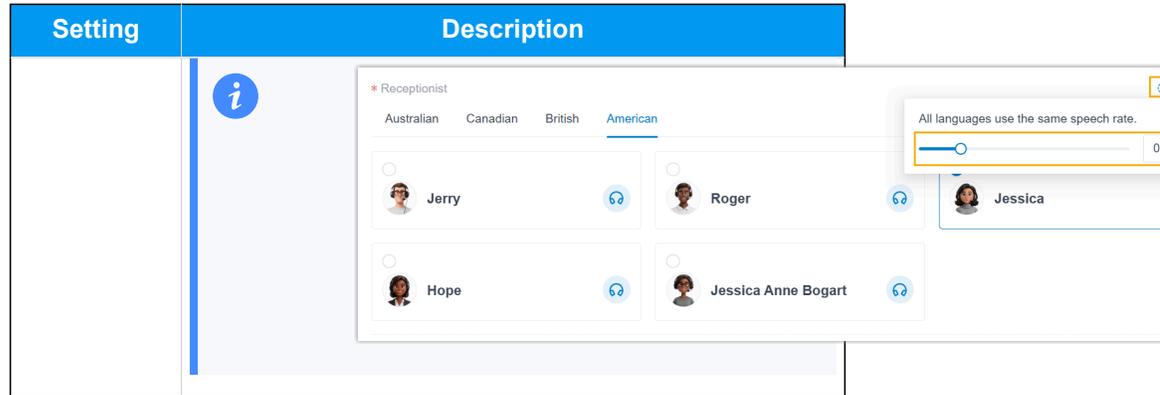
c. **Optional:** In the **Additional Languages** section, click **Add** to add one or more additional languages for the receptionist as needed.

Setting	Description
Language	Select an additional language the AI receptionist can use to communicate with callers.
Receptionist Type	Select the voice option for the additional language. • **Follow Primary Language**: Use the same voice profile as the primary language. • **Custom**: Use a different voice profile for the additional language. If selected, choose a desired profile in the **Receptionist** drop-down list. ⓘ **Tip:** To preview the voice, click 🎧 beside a voice profile in the list.

Setting	Description
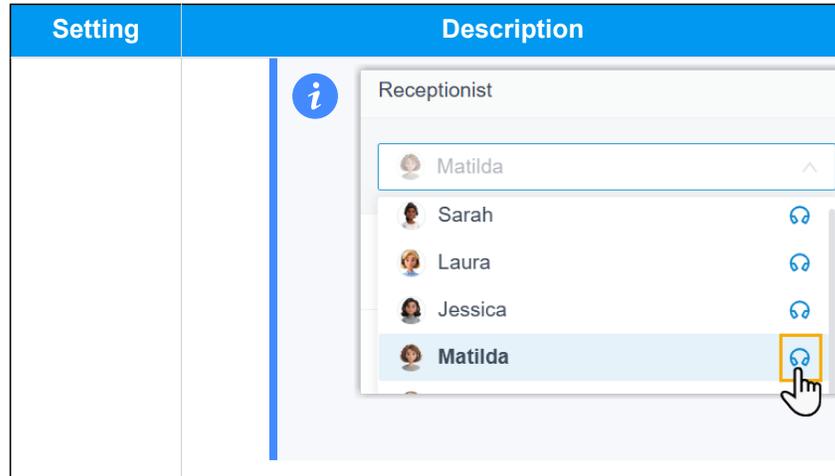
d. Click **Next**.

Company Information

In the **Company Information** page, enter the following company information so the AI receptionist can use this information to answer business-related questions.

a. In the **Company Core Services** field, enter a description of your company's core services.

> **Note:**
> The description can contain up to 5000 characters.

b. In the **Company Address** field, enter your company address.

> **Note:**
> The address can contain up to 255 characters.

c. In the **Business Hours** drop-down list, select the time zone(s) where your company has business operations.

The AI receptionist will use the business hours configured for the selected time zones to answer caller questions about the company's operating hours.

d. Click **Next**.

Greeting

In the **Greeting** page, set the greeting for the receptionist, which will be played to the caller when the call is answered.

> ✏️ **Note:**
>
> If no greeting is needed, disable this feature by turning off the switch. After answering a call, the AI receptionist will wait for the caller to speak first.

🔵⚪ Greeting

* Greeting

Hello! Thanks for contacting us. Please note that your call will be recorded for quality assurance. How can I help you?

☑ Do Not Interrupt Greeting

If you need to set different greetings based on time conditions, please configure them on the "Greeting" page after saving successfully.

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a. Turn on the switch of **Greeting**.

b. In the **Greeting** field, enter a welcome message in the receptionist's primary language.

> ✏️ **Note:**
>
> - As recording prompts do not work during AI receptionist calls, you can use the greeting instead.
> - If you need to set different greetings based on time conditions, you can configure them later after the AI receptionist is created. For more information, see Configure Time-Based Greetings.

c. **Optional:** Select the checkbox of **Do Not Interrupt Greeting** to prevent callers from interrupting the greeting.

d. Click **Next**.

Dial By Name

In the **Dial By Name** page, enable the feature as needed to allow receptionist to transfer calls to a designated extension when a caller says the extension user's name.

> 📝 **Note:**
> If this feature is not needed, disable this feature by turning off the switch.

a. Turn on the switch of **Dial By Name**.
b. In the **Extensions allowed to be dialed** section, specify the range of extensions.

Setting	Description
All Extensions	All extensions can be dialed.
Allowed Extensions	Only selected extensions can be dialed. If selected, add the desired extensions from **Available** box to the **Selected** box.
Restricted Extensions	The selected extensions can not be dialed; all other extensions are allowed. If selected, add the desired extensions from **Available** box to the **Selected** box.

c. Click **Next**.

Failover Destination

In the **Failover Destination** page, set where to transfer the call if the AI receptionist cannot resolve caller's issue or match a pre-defined transfer rule.

* Failover Destination		*	
Inbound Queue	∨	6400-Customer Inquiries - Human Agent	∨

a. In the **Failover Destination** drop-down list, select one of the following destination type.
- Extension
- Inbound Queue
- Ring Group
- Conference
- Call Flow
- IVR
- Group Voicemail

> **Note:**
> For transfers to Group Voicemail, ensure that the **Leave a Voicemail for an Extension/Group Voicemail** feature is enabled (Path: **Call Features > Feature Code > Voicemail**).
>
> | * Leave a Voicemail for an Extension/Group Voicemail | |
> | --- | --- |
> | ☑ | *12 |

b. In the follow-up field, select the specific destination.

4. Click **Save** and **Apply**.

Result

- The AI receptionist is created successfully.

- When go back to the AI receptionist list, you can see the global status of the AI receptionist feature is displayed as **Online**, indicating that the feature is connected successfully and ready to answer calls.

Note:

○ If the online status is **Abnormal**, an **AI Receptionist Call Line Abnormal** event notification will be triggered to notify relevant contacts.

○ You can hover the mouse over the status to view the reason.

What to do next

[Manage Skills for an AI Receptionist](#)

Manage AI Receptionists

Manage Skills for an AI Receptionist

This topic describes how to configure different skills for an AI receptionist.

Supported skills

The PBX divides AI receptionist functionality into individual skills. Each skill can be enabled or disabled independently based on your needs. The supported skills for AI receptionists are listed as below:

Skill	Description
Greeting	Enable and configure a fixed greeting or time-based greetings. The greeting will be played first when the AI receptionist answers a call. If disabled, the AI receptionist will wait for the caller to speak first. For more information, see [Configure greetings](#).
Knowledge Base	Assign a knowledge base to the AI receptionist so it can retrieve information from the FAQs, documents, and other content you've uploaded to answer caller questions accurately; Unassign specific knowledge base content when it is no longer needed for a specific AI receptionist. For more information, see [Assign or unassign knowledge base](#).
Dial By Name	Enable this feature so the AI receptionist can recognize when callers say an extension user's name and transfer the call to the designated extension. For more information, see [Enable dial by name feature](#).
Intent-Based Transfer	Set up rules to route calls based on caller intent. The AI analyzes what the caller says and transfers them to the appropriate destinations. The supported destination includes: • Extension • Inbound Queue • Ring Group • Conference • Call Flow • IVR • Group Voicemail

Skill	Description
	✏️ **Note:** For transfers to Group Voicemail, ensure that the **Leave a Voicemail for an Extension/Group Voicemail** feature is enabled (Path: **Call Features > Feature Code > Voicemail**). * Leave a Voicemail for an Extension/Group Voicemail ☑ *12 For more information, see [Set up intent-based transfer]().

Configure greetings

> ✏️ **Note:**
> To set time-based greetings, ensure that you have properly set [business hours]() and [holidays]() in the desired time zone.

1. Log in to PBX web portal, go to **AI > AI Receptionist**.
2. Click the desired receptionist.

   You are redirected to the details page of the receptionist.
3. Under the **Skill** tab, click the **Greeting** skill card.

   Customer Inquiries - AI Receptionist -7002
   Direct DID: None

   Skills | Company Information | Online Test | Settings

   💬 **Greeting**   Enabled
   When enabled, the AI Receptionist will greet the caller first when receiving an incoming call. If not enabled, the AI will wait for the caller to speak first.

   📖 **Knowledge Base**   Enabled
   Knowledge Base: A centralized repository that organizes various documents and informational resources. It contains multiple files to enable prompt and accurate responses to customer inquiries.

   🔤 **Dial By Name**   Enabled
   Calls can be transferred to an extension by speaking the extension's user name.

   🔀 **Intent-Based Transfer**   Disabled
   Identifies caller intent and automatically transfers calls based on predefined rules.

4. Configure greeting(s) according to your needs:
   - [Configure a fixed greeting]()
   - [Configure time-based greetings]()

Configure a fixed greeting

a. Turn on the switch of **Greeting**.

b. In the **Greeting** field, enter a greeting using the receptionist's primary language.

c. **Optional:** Select the checkbox of **Do Not Interrupt Greeting** to prevent callers from interrupting the greeting.

d. Click **Save**.

The AI receptionist will play the greeting when answering calls.

Configure time-based greetings

a. Turn on the switch of **Greeting**.

b. **Optional:** Select the checkbox of **Do Not Interrupt Greeting** to prevent callers from interrupting the greeting.

c. Select the checkbox of **Time-based Greeting**.

d. In the **Time Zone** drop-down list, select a desired time zone.

The AI receptionist will play greetings according to the business hours and holidays configured in the selected time zone.

e. To play different greetings based on business hours, select the checkbox of **Based on business hours**, then configure the following settings using the receptionist's primary language.

Setting	Description
Greeting for Business Hours	Specify a greeting to be played when the AI receptionist answers call during business hours and break hours.
Greeting for Outside Business Hours	Specify a greeting to be played when the AI receptionist answers calls outside the business hours, break hours, and holidays.

f. To play greetings based on holidays, select the checkbox of **Based on holidays**, then select one of the following options:

Option	Instruction
Same Greeting for All Holidays	If selected, enter a greeting in the **Greeting for Holidays** field using the receptionist's primary language. The AI Receptionist will play this greeting on all holidays.
Greeting for Specific Holidays	If selected, enter a general holiday greeting in the **Default Greeting for Holidays** field using the receptionist's primary language, then add specific greetings for individual holidays in the **Specific Holidays** section using the same language.
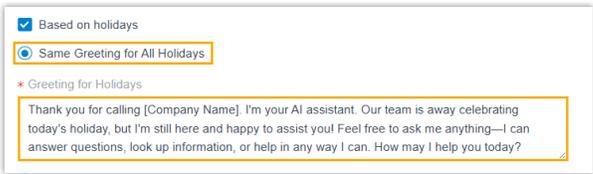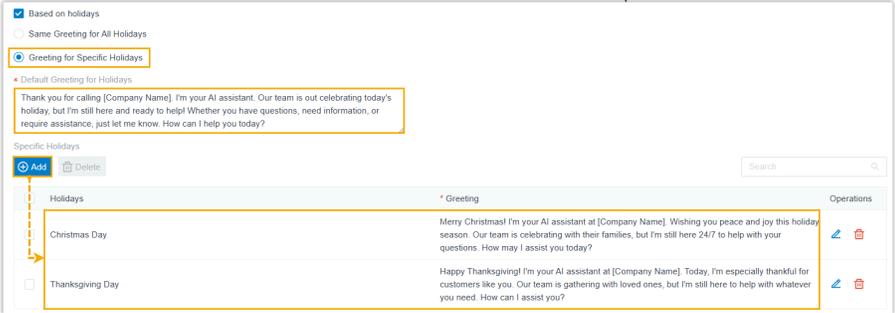
Option	Instruction
	The AI Receptionist will play the specific greeting for specified a holiday; otherwise, it will play the default holiday greeting.

g. Click **Save**.

Assign or unassign knowledge base

Prerequisites

If you want to assign knowledge base to an AI receptionist, ensure that you have added desired contents to the Knowledge Base.

Procedure

1. Log in to PBX web portal, go to **AI > AI Receptionist**.
2. Click the desired receptionist.

   You are redirected to the details page of the receptionist.

3. Under the **Skill** tab, click the **Knowledge Base** skill card.
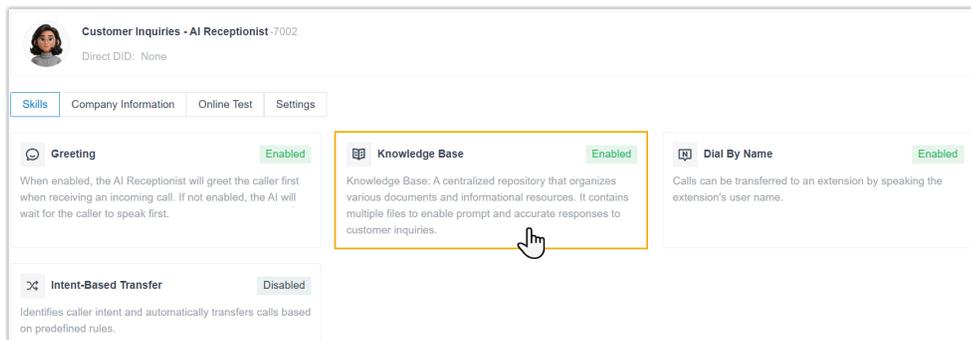
4. To assign knowledge base, do as follows:
   a. Turn on the switch of **Knowledge Base**.
   b. Click **Add**.

      A window pops up, showing all content entries in the knowledge base.

   c. Search and select the desired content entries, then click **Save**.

      > ✏️ **Note:**
      > If you can not find the knowledge base content you need, you can add it directly by clicking **Upload File** or **Add**

> ✏️ **URL**, and the uploaded content will be automatically added to the global knowledge base.
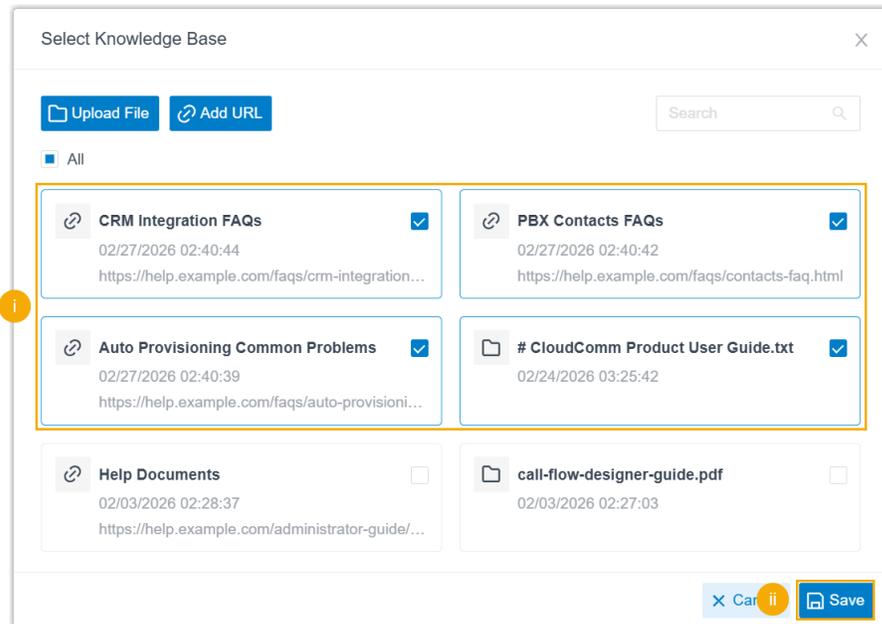
d. At the bottom of the page, click **Save**.

The selected knowledge base content is assigned to the AI receptionist. The AI will reference the included information when answering caller questions.

5. To unassign knowledge base, do as follows:
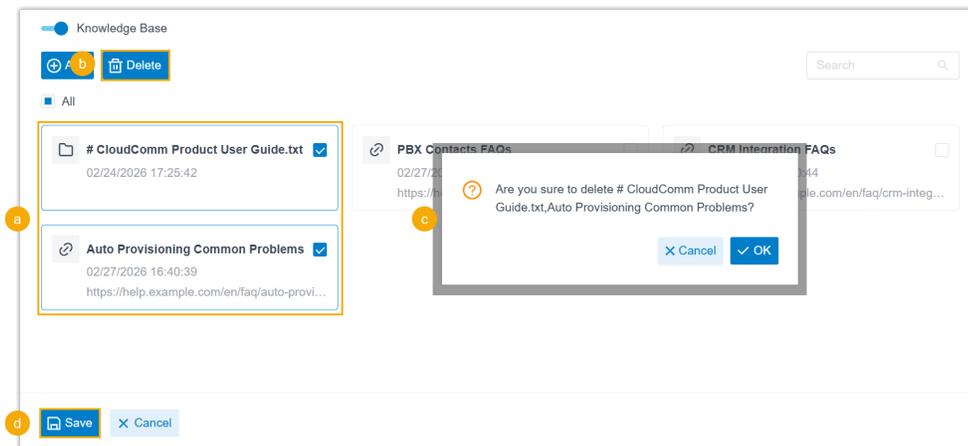
a. In the existing knowledge base list of the AI receptionist, select the checkbox of one or more content entries that are no longer needed.

b. At the top of the list, click **Delete**.

c. In the pop-up window, click **OK**.

d. At the bottom of the page, click **Save**.
   The specified knowledge base contents have been unassigned from the AI receptionist.

> ✏️ **Note:**
> This operation only removes the association and does not delete the content from the global knowledge base.

Enable dial by name feature

Procedure

1. Log in to PBX web portal, go to **AI > AI Receptionist**.
2. Click the desired receptionist.

   You are redirected to the details page of the receptionist.
3. Under the **Skill** tab, click the **Dial By Name** skill card.
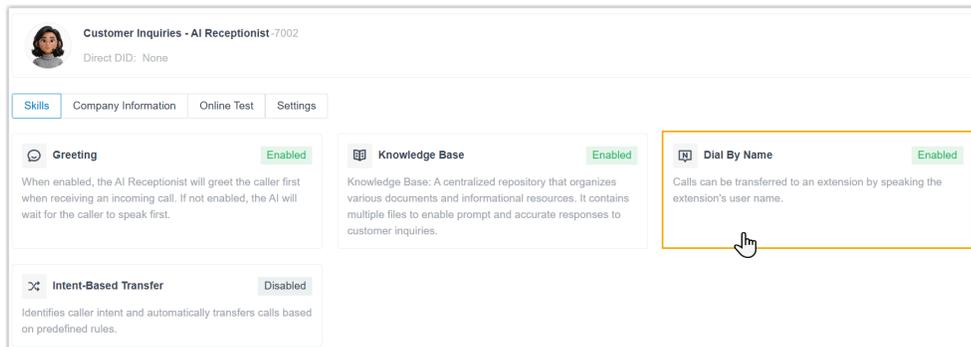
4. Configure the following settings.

a. Turn on the switch of **Dial By Name**.

b. In the **Extensions allowed to be dialed** section, specify the range of extensions.

Setting	Description
All Extensions	All extensions can be dialed.
Allowed Extensions	Only selected extensions can be dialed. If selected, add the desired extensions from **Available** box to the **Selected** box.
Restricted Extensions	The selected extensions can not be dialed; all other extensions are allowed. If selected, add the desired extensions from **Available** box to the **Selected** box.

5. Click **Save**.

Result

The Dial by Name skill is enabled for the AI receptionist. When callers say an extension name, the AI receptionist will recognize it and transfer the call to the corresponding extension.

Set up intent-based transfer

Prerequisites

You have prepared the desired transfer destinations (extension, inbound queue, ring group, etc.).

Procedure

1. Log in to PBX web portal, go to **AI > AI Receptionist**.
2. Click the desired receptionist.

   You are redirected to the details page of the receptionist.
3. Under the **Skill** tab, click the **Intent-Based Transfer** skill card.

4. Turn on the switch of **Intent-Based Transfer**.
5. Click **Add** to create a transfer rule.

> ✎ **Note:**
> You can add up to **200** transfer rules for each AI receptionist.

6. In the pop-up window, configure the following settings:

a. In the **Destination** drop-down list, select a destination type, then select the specific destination.

b. In the **Transfer Conditions** field, enter a natural language description of the circumstances under which the transfer should occur.

For example, `User explicitly requests to speak to a human` or `User asks a question that the AI cannot answer.`

c. Click **Save**.

7. At the bottom of the page, click **Save**.

Result

The AI receptionist will analyze callers' speech and transfer calls based on the specified conditions.

Related information

[Test an AI Receptionist](#)
[Update Company Information for an AI Receptionist](#)

Update Settings of an AI Receptionist

Test an AI Receptionist

This topic describes how to test an AI receptionist to verify its responses, either via call or chat.

> 📝 **Note:**
>
> - Test calls do not consume AI receptionist minutes or occupy concurrent call capacity; No records will be generated in CDR and call reports.
> - During testing, the time-based greeting will not take effect, and calls cannot be transferred.

Prerequisites

You have created an AI receptionist.

Procedure

1. Log in to PBX web portal, go to **AI > AI Receptionist**.
2. Click the desired AI receptionist, then go to the **Online Test** tab.
3. Select a test method and follow the instructions below:

Method	Instruction
Call	
	📝 **Note:**

Method	Instruction
	✏️ The duration of a test call is limited to 5 minutes. a. At the left panel, click **Call**. b. Click **Start** to initiate a test call. c. Simulate customer inquiries by asking questions. For example, `What is your company's core service?`. d. Listen to the receptionist's replies and evaluate the response accuracy and overall interaction experience.
Chat	 a. At the left panel, click **Chat**. b. Click **Start** to begin a chat session. c. Simulate customer inquiries by sending messages. d. Review the receptionist's replies and evaluate the response accuracy and overall interaction experience.

What to do next

- Based on the test result, adjust the AI receptionist's [personalization](#) and [skills](#) as needed to improve its performance.
- If the test is successful, use the AI receptionist for live calls (via direct number dialing, [an assigned direct DID](#), or [as a call routing destination](#)).

Update Company Information for an AI Receptionist

This topic describes how to update the company information for an AI receptionist, so it can provide callers with the latest information about your company.

Prerequisites

To provide accurate business hours information, if your company has business operations in multiple time zones, ensure that you have added the time zone(s) to the PBX and configured business hours accordingly.

Procedure

1. Log in to PBX web portal, go to **AI > AI Receptionist**.
2. Click the desired receptionist, then go to the **Company Information** tab.
3. Update the company information according to your needs.

Setting	Description
Company Core Services	Enter a description of your company's core services. 📝 **Note:** The description can contain up to 5000 characters.
Company Address	Enter your company's address. 📝 **Note:** The address can contain up to 255 characters.
Business Hours	Select time zone(s) where your company has business operations. The AI receptionist will use the business hours configured for the selected time zones to answer caller questions about the company's operating hours.

4. Click **Save**.

Update Settings of an AI Receptionist

This topic describes how to update the general settings of an AI receptionist, including the receptionist's name, language, and other call-related configurations, so it can better align with your business requirements.

Prerequisites

If you want external callers to reach the AI receptionist directly with a specific DID number, ensure that you have configured DIDs on the desired trunk.

Procedure

1. Log in to PBX web portal, go to **AI > AI Receptionist**.
2. Click the desired AI receptionist, then go to the **Settings** tab.
3. Update the following settings according to your needs:

Setting	Description
Basic	
Name	Specify a name for the AI receptionist.
Direct DID	Select one or more DID numbers (pre-configured on trunks) for the AI receptionist. Calls to the specified number are answered directly by the receptionist.
Failover Destination	Specify a failover destination. Calls are transferred to this destination if the AI receptionist cannot resolve caller's issue or match any pre-defined transfer rules.
Call Settings	
End Call on Silence Timeout (s)	Set the silence timeout (in seconds). If the caller remains silent for this duration, the system will automatically hang up the call. **Note:** The maximum value is **3600** seconds.
Max Call Duration (s)	Set the maximum call duration. The system will automatically hang up the call when this limit is reached. **Note:** The maximum value is **3600** seconds.
Personalization	
Primary language	Select the receptionist's primary language. **Note:** If you change the primary language, you'll also need to update the greeting to match.
Receptionist	Select a voice profile for the primary language.
Additional languages	Add secondary language(s) the receptionist will use for communication and select voice profiles for each.

4. Click **Save**.

Delete AI Receptionists

When you no longer require an AI receptionist to answer calls, you can permanently delete it from the PBX. This topic describes how to delete single or multiple AI receptionists.

Procedure

1. Log in to PBX web portal, go to **AI > AI Receptionist**.
2. In the AI receptionist list, delete one or more receptionists according to your need.

Operation	Instruction
Delete a single AI receptionist	 a. Click ⋮ on the desired AI receptionist. b. In the drop-down list, click **Delete**. c. In the pop-up window, click **OK**.
Delete multiple AI receptionists in bulk	 a. Select the checkbox of desired AI receptionists. b. At the top of the list, click **Delete**. c. In the pop-up window, click **OK**.
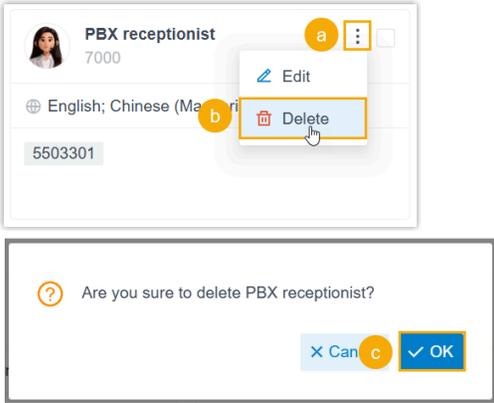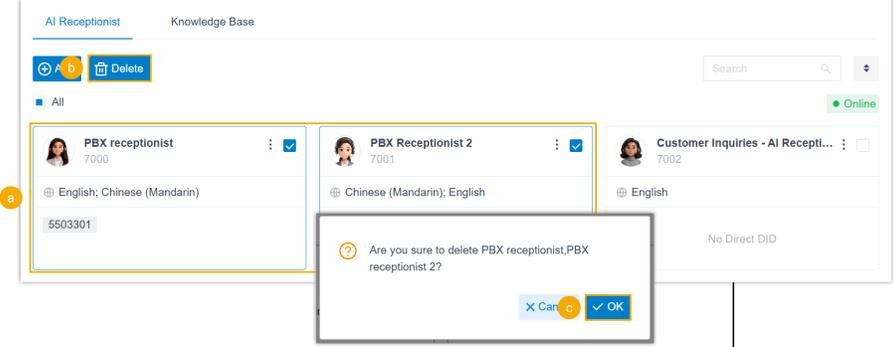
Operation	Instruction
Delete all AI receptionists	 a. Select the checkbox of **All**. b. At the top of the list, click **Delete**. c. In the pop-up window, click **OK**.

3. At the top of the webpage, click **Apply**.

Knowledge Base Management

Add Contents to Knowledge Base

Knowledge base is a centralized repository of information that AI receptionists query in real time to answer caller inquiries. You can add well-organized contents to the knowledge base by adding files or URLs containing FAQs, product details and other information, and assign the knowledge base to the desired AI receptionist so it can reference the information when answering caller questions.

> ⚠️ **Important:**
> The AI receptionist reads text to answer questions, while images or complex formatting may not be interpreted accurately, which can affect response quality. For optimal AI performance, use text-based content with a clear structure. Well-organized content with clear headings and concise sections helps the AI retrieve information more effectively.

Limitations

The PBX supports a maximum of **200** content entries (files and URLs).

Supported methods

You can add contents to the knowledge base using either of the following methods:

- [Add contents by uploading file](#)
- [Add contents by adding URL](#)

Add contents by uploading file

Requirements

Item	Requirements
File size	Maximum 10 MB per file.
File type	PDF, TXT, DOCX, HTML, and EPUB.

Procedure

1. Log in to PBX web portal, go to **AI > AI Receptionist > Knowledge Base**.
2. Click **Upload File**.
3. In the pop-up window, select the desired file(s), then click **Open**.

> ✏️ **Note:**
> You can upload up to **10** files at the same time.

The system will begin uploading the file(s).

Result

The files are successfully uploaded and displayed in the knowledge base list. You can click the entry to view the content extracted from the file.

Add contents by adding URL

Restrictions

- The AI receptionist only reads contents from the URL you provide. It does not automatically follow or crawl links embedded within that page to retrieve content from other pages. Therefore, if you need information from multiple pages, add each URL separately to your knowledge base.
- Contents uploaded via URL are not synced and updated automatically. If the page content changes, you need to re-upload the URL for the updates to take effect.

Procedure

1. Log in to PBX web portal, go to **AI > AI Receptionist > Knowledge Base**.
2. Click **Add URL**.
3. In the pop-up window, do as follows:

> ✎ **Note:**
> You can add up to **10** URLs at the same time.

a. Enter the URL information.

Setting	Description
Name	Specify a name to help you identify the URL.
URL	Paste the URL (must start with `https://`) pointing to the desired content.

b. Click **Add** to add more URLs.

c. Click **Save**.

Result

The system parses the contents from the URLs and add it to the knowledge base. You can click the corresponding entry to view the extracted content.
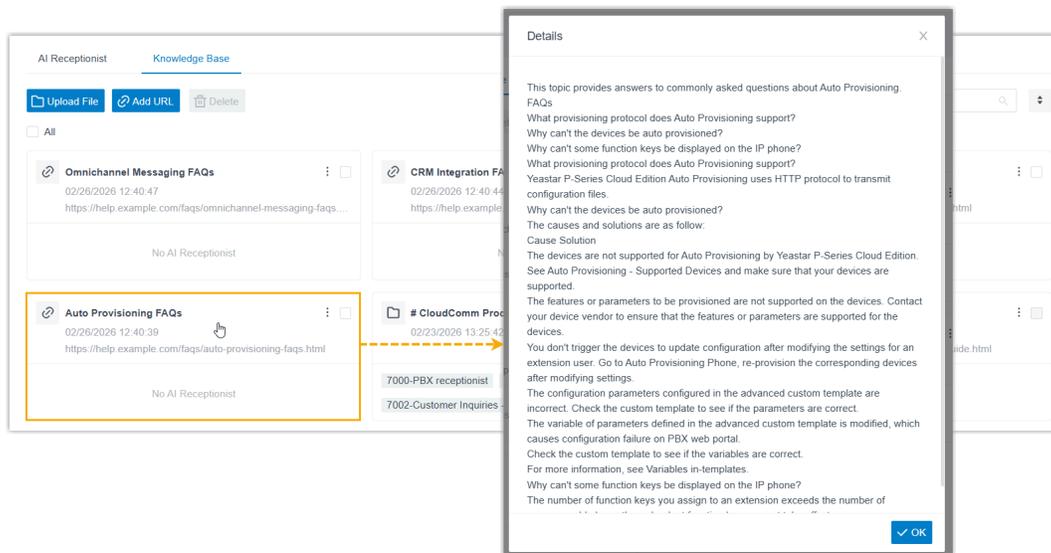
Related information

[Assign Knowledge Base to an AI Receptionist](#)

Manage Knowledge Base Contents

You can edit or delete existing content entries in the knowledge base as needed.

Edit a content entry

You can modify the name of a content entry to better identify it.

📝 **Note:**

> ✏️ It is not supported to edit the content of an uploaded file or URL directly. To update content, delete the existing content entry and add a new one with the updated information.

1. Log in to PBX web portal, go to **AI > AI Receptionist > Knowledge Base**.
2. Click ⋮ on the desired entry, then select **Edit**.
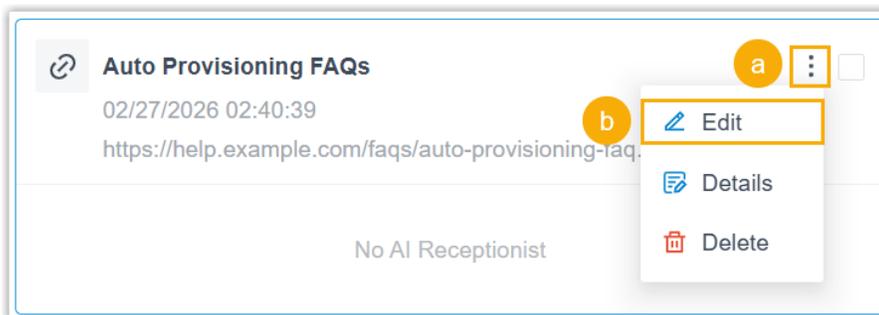
3. In the pop-up window, change the name of the content entry, then click **Save**.
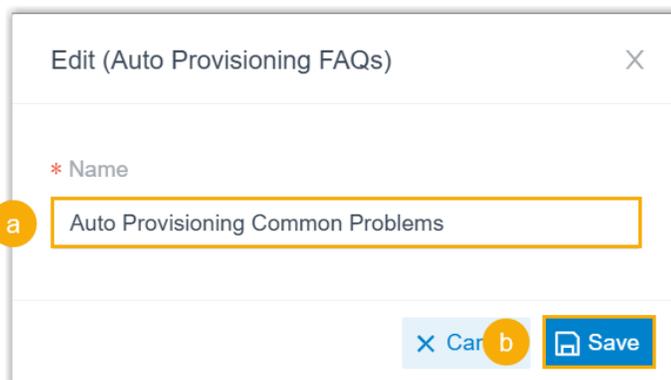
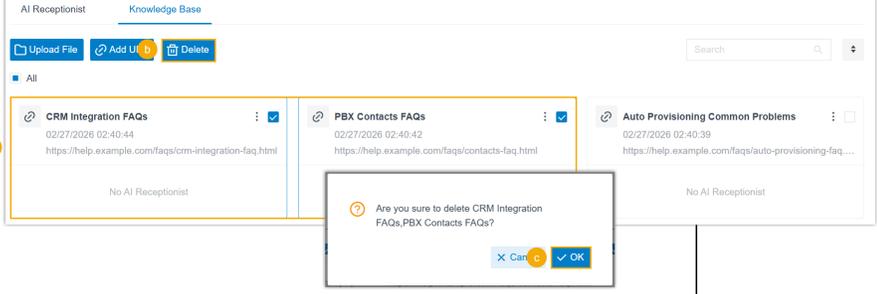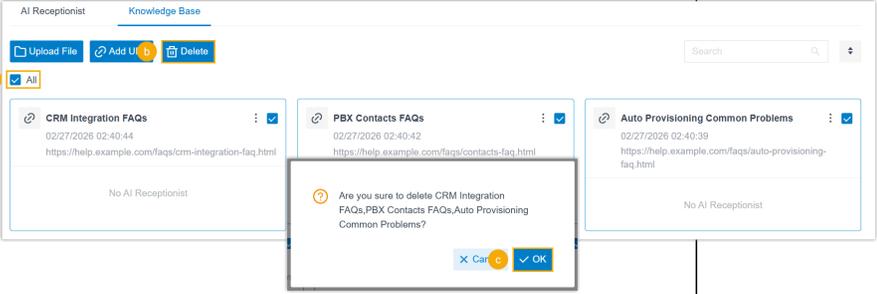The entry name is updated successfully.

Delete content entries

You can remove content entries that are no longer needed.

> ✏️ **Note:**
> It is not supported to delete content entries that have been assigned to AI receptionist(s).

1. Log in to PBX web portal, go to **AI > AI Receptionist > Knowledge Base**.
2. In the knowledge base list, delete one or more content entries according to your need.

Operation	Instruction
Delete a single content entry	a. Click ⋮ on the desired content entry. b. In the drop-down list, click **Delete**. c. In the pop-up window, click **OK**.
Delete multiple content entries in bulk	a. Select the checkbox of desired content entries. b. At the top of the list, click **Delete**. c. In the pop-up window, click **OK**.
Delete all content entries	a. Select the checkbox of **All**. b. At the top of the list, click **Delete**. c. In the pop-up window, click **OK**.
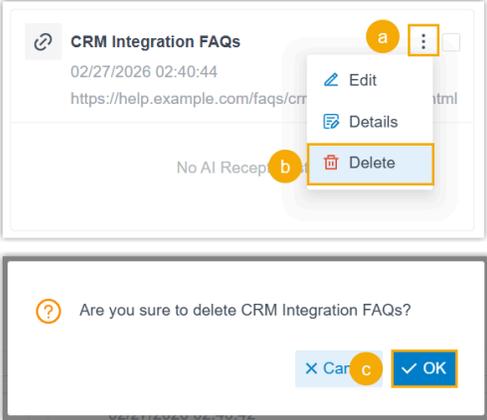
AI Receptionist Call Report

Access AI Receptionist Call Activity Report

AI Receptionist Call Activity report provides an overview of call activity and statistics for AI receptionist calls. This topic describes how to access the report and explains the key metrics in detail.

Requirements

The firmware version of Yeastar P-Series Software Edition is 83.22.0.134 or later.
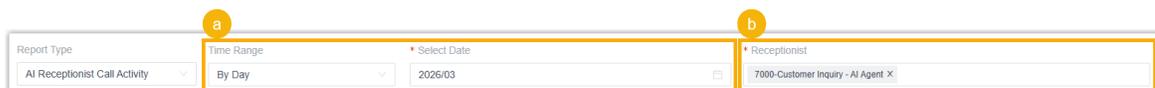
Procedure

1. Log in to PBX web portal, go to **Reports and Recordings > Call Reports**.
2. Access AI Receptionist Call Activity report.
   a. Click **Default Reports** tab.
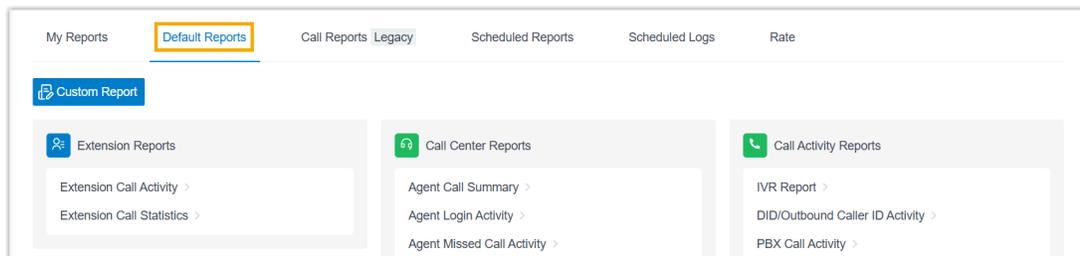
   b. In the **AI Reports** pane, click **AI Receptionist Call Activity**.
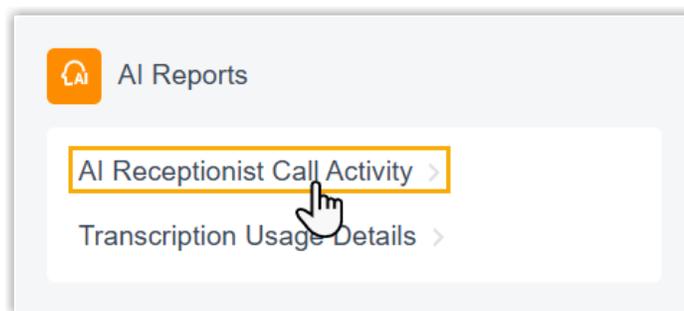
3. Set filter criteria for the call report.

   a. In the **Time Range** and **Select Date** fields, specify the time range that the report will cover.
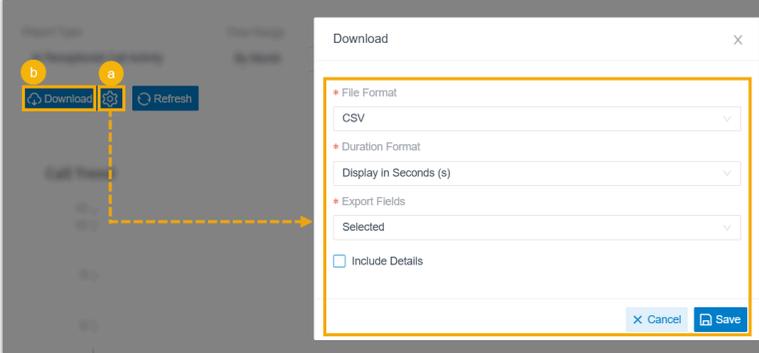
b. In the **Receptionist** drop-down list, select one or more AI receptionists.

The call report that matches the filter criteria is displayed on the page, as shown below.
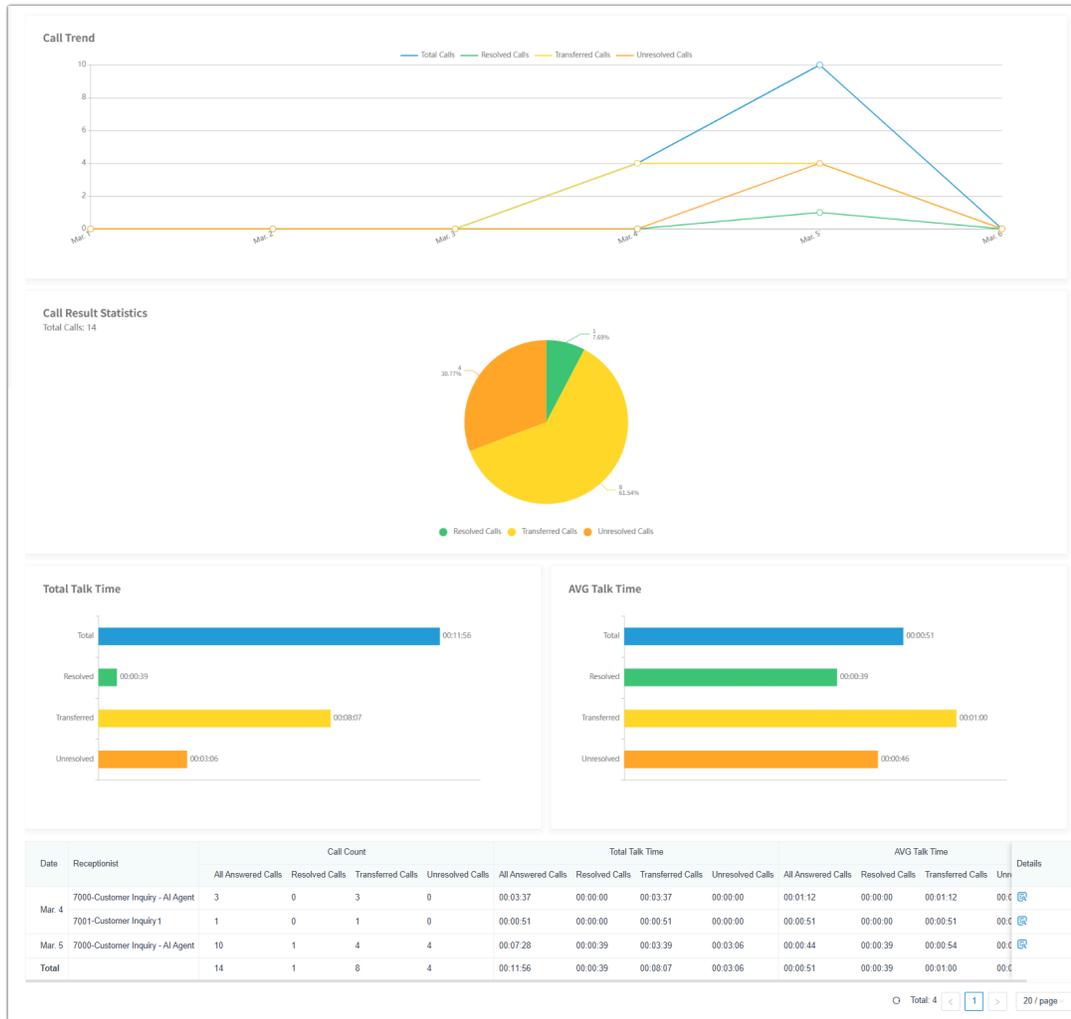
4. **Optional:** Save the report for quick access, or schedule it for automatic delivery via email.

Operation	Description
Add to **My Reports**	Add the report to **My Reports** list for quick access. a. At the bottom of the page, click **Add to My Reports**. b. Enter a name to help you identify the report, and adjust filters or metrics as needed. c. Click **Save**.
Add to **Scheduled Reports**	Schedule a task to automatically send the report via email.

Operation	Description
	a. At the bottom of the page, click **Add to Scheduled Reports**. b. Complete the follow-up settings according to [scheduled task](#).
Download the report	Download the report to local PC for offline review and further analysis. a. **Optional:** Click ⚙ to customize the report download setting, then save the changes. 　• **File Format**: Specify the download format for this report. 　　◦ **CSV** 　　◦ **XLS** 　　◦ **HTML** 　　◦ **PDF** 　• **Duration Format**: Specify the display format for all duration-related fields. 　　◦ **Display in Second (s)** 　　◦ **Display as HH:MM:SS** 　• **Export Fields**: Specify the fields to export. 　　◦ **All** 　　◦ **Selected** 　• **Include Details**: Whether to download the list data only, or include detailed records. 　If you choose to include detailed records, specify how the details will be downloaded. 　　◦ **Download data as multiple files/sheets** 　　◦ **Details are displayed as indented, offset rows within the same list** b. Click **Download**.

Report details

> ✏️ **Note:**
> As shown in the call report, calls handled by AI receptionists are categorized into three processing results:
>
> - **Resolved**: The AI receptionist successfully resolved the caller's issue without transferring the call.
> - **Transferred**: The AI receptionist transferred the caller to another destination.
> - **Unresolved**: The AI receptionist neither resolved the caller's issue nor transferred the call.

Visual analytic

The charts at the top of the report show call trends and outcome distribution over the selected time period.
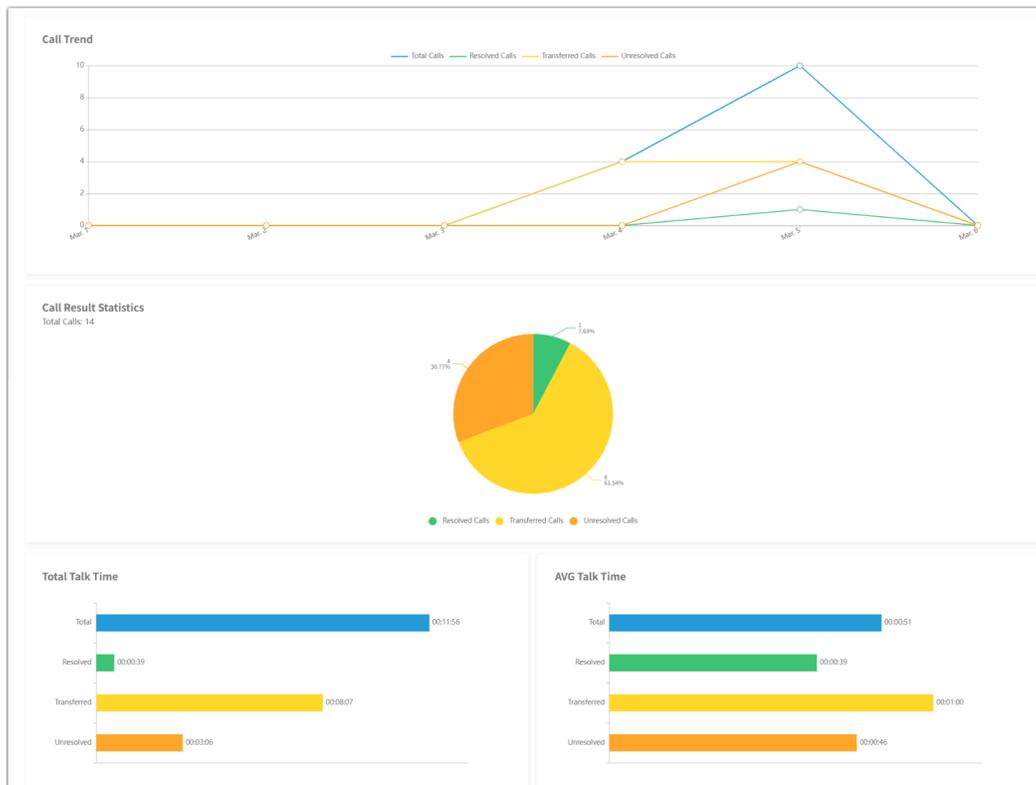
Call statistics

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

Date	Receptionist	Call Count				Total Talk Time				AVG Talk Time				Details
		All Answered Calls	Resolved Calls	Transferred Calls	Unresolved Calls	All Answered Calls	Resolved Calls	Transferred Calls	Unresolved Calls	All Answered Calls	Resolved Calls	Transferred Calls	Unres	
Mar. 4	7000-Customer Inquiry - AI Agent	3	0	3	0	00:03:37	00:00:00	00:03:37	00:00:00	00:01:12	00:00:00	00:01:12	00:00	⧉
	7001-AI Tech Support	1	0	1	0	00:00:51	00:00:00	00:00:51	00:00:00	00:00:51	00:00:00	00:00:51	00:00	⧉
Mar. 5	7000-Customer Inquiry - AI Agent	10	1	4	4	00:07:28	00:00:39	00:03:39	00:03:06	00:00:44	00:00:39	00:00:54	00:00	⧉
Total		14	1	8	4	00:11:56	00:00:39	00:08:07	00:03:06	00:00:51	00:00:39	00:01:00	00:00	

Metric	Description
Call Count	
All Answered Calls	The total number of calls answered by the AI receptionist.
Resolved Calls	The total number of resolved calls.
Transferred Calls	The total number of transferred calls.
Unresolved Calls	The total number of unresolved calls.
Total Talk Time	
All Answered Calls	The total amount of time that AI receptionist spent talking to callers in all answered calls.
Resolved Calls	The total amount of time that AI receptionist spent talking to callers in resolved calls.
Transferred Calls	The total amount of time that AI receptionist spent talking to callers in transferred calls.
Unresolved Calls	The total amount of time that AI receptionist spent talking to callers in unresolved calls.
AVG Talk Time	
All Answered Calls	The average amount of time that AI receptionist spent talking to callers in all answered calls.
Resolved Calls	The average amount of time that AI receptionist spent talking to callers in resolved calls.
Transferred Calls	The average amount of time that AI receptionist spent talking to callers in transferred calls.
Unresolved Calls	The average amount of time that AI receptionist spent talking to callers in unresolved calls.

Call details

Refer to the table below for detailed information on each call handled by the AI receptionist.

Metric	Description
ID	A unique ID of the AI receptionist call. **Tip:** Click the ID to view the corresponding CDR details.
Time	The time when the call was received.
Call From	The name and number of the caller.
Call To	The name and number of the AI receptionist that answered the call.
Talk Duration	The time between the call answered and the call ended.
Processing Result	The processing result of the call.
AI Insights	The AI transcript and summary for the call. **Tip:** Click to view the contents.

AI Text-to-Speech

AI Text-to-Speech Overview

Yeastar P-Series Software Edition 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**: 83.22.0.134 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.
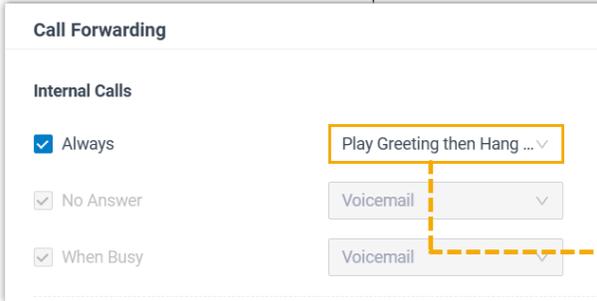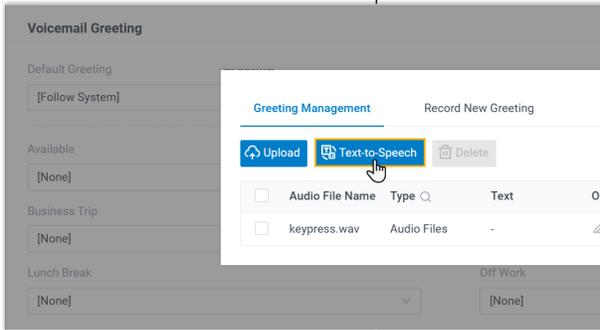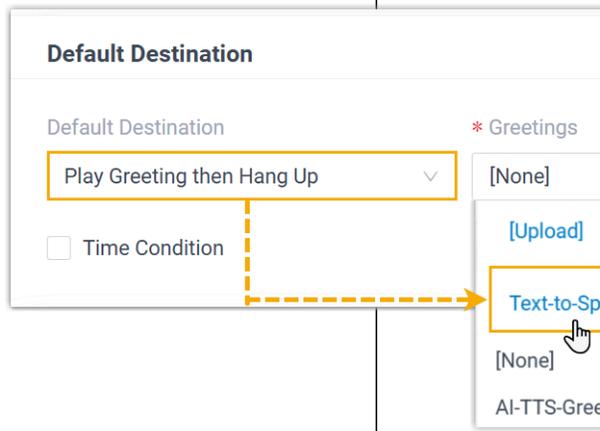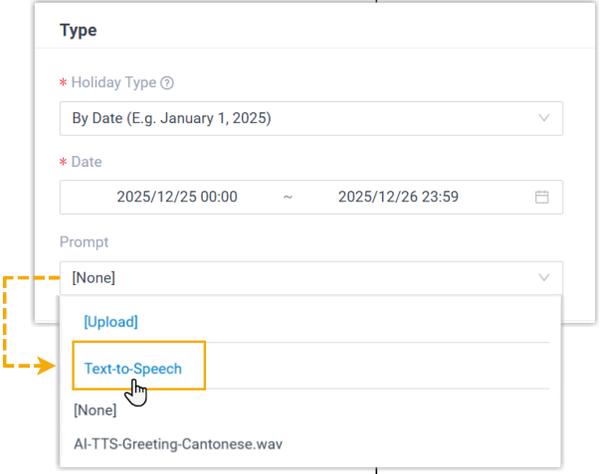
For more information, see [Enable AI Text-to-Speech](#).

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**: 83.22.0.134 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**.
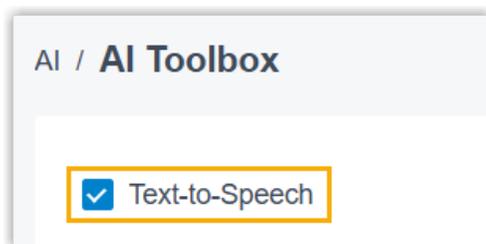
3. Click **Save**.

Result

The AI Text-to-Speech feature is enabled.

What to do next

Generate Audio Prompts using AI Text-to-Speech

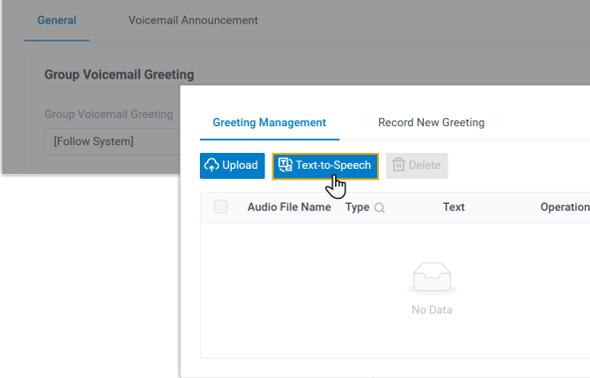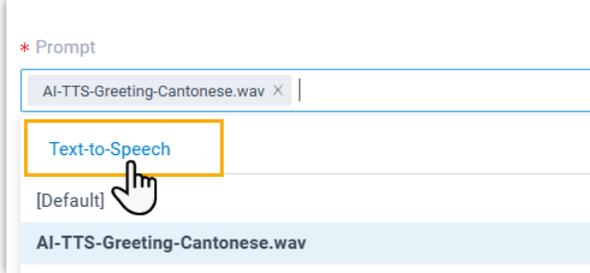# Generate Audio Prompts using AI Text-to-Speech

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.
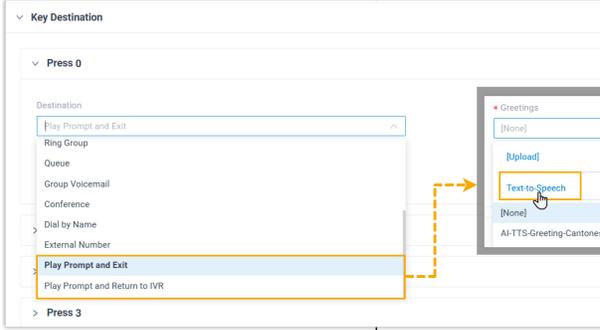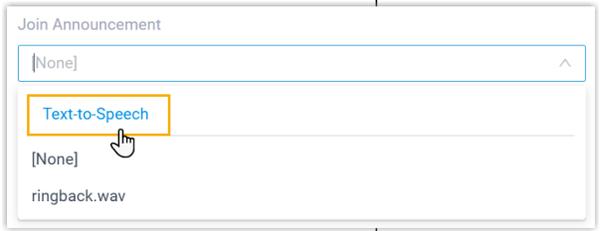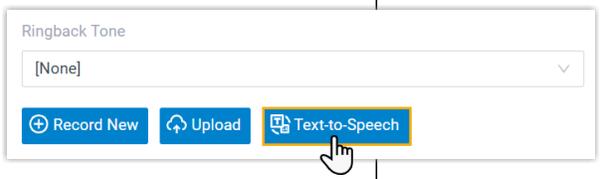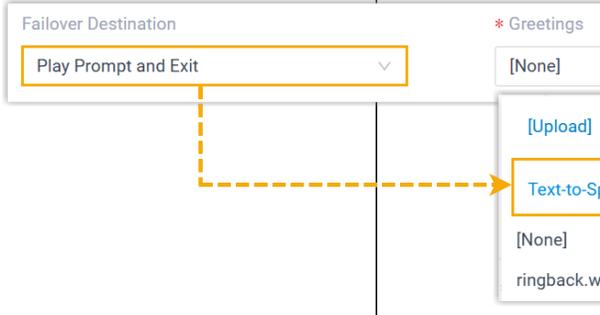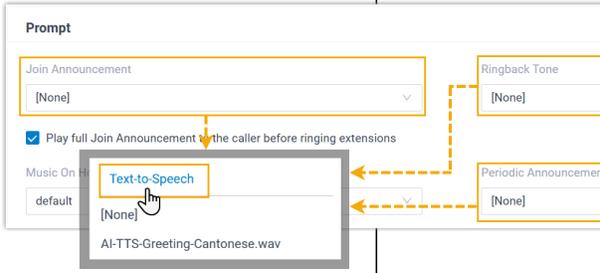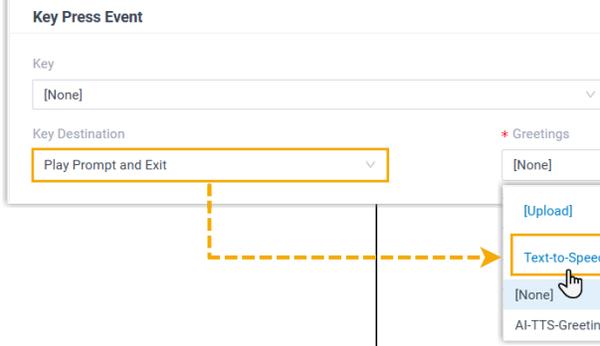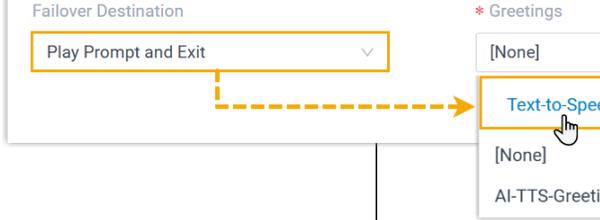
Introduction

You can use AI Text to Speech (TTS) to generate prompts and greetings for all the features listed below.
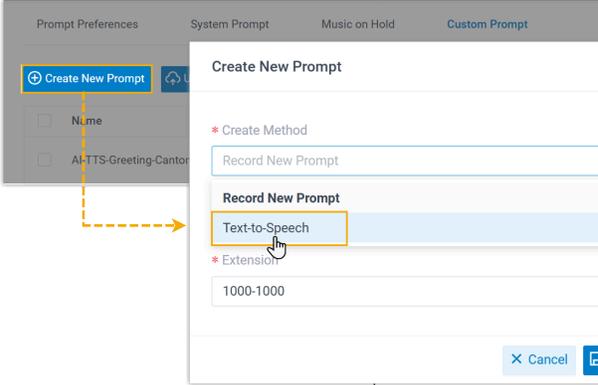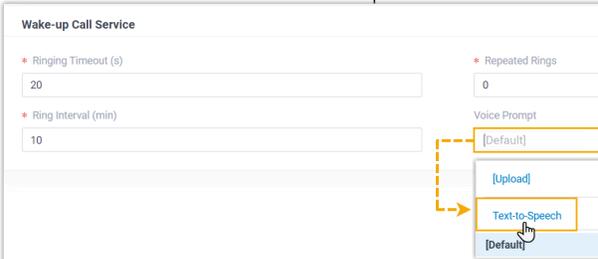
Feature	Description	Illustration
Extension	Set a custom greeting for call forwarding destination when editing an extension (Path: **Extension and Trunk > Extension > Presence > Call Forwarding**). 📝 **Note:** The prompt will be synchronized to the extension user's Linkus clients. The user can also customize 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.	

Feature	Description	Illustration
	Set greeting for voicemail when editing an extension (Path: **Extension and Trunk > Extension > Voicemail > Voicemail Greeting > Greeting Management**). 📝 **Note:** 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.	
Inbound Route	Set prompts for inbound call destinations, including both default and time-based destinations (Path: **Call Control > Inbound Route > Default Destination**).	
Holidays	Set holiday prompts (Path: **Call Control > Business Hours and Holidays > Holidays > Type > Prompt**).	

Feature	Description	Illustration
Call Flow Designer	Set prompts for components in call flow processes (Path: **Call Flow Designer**).	
Voicemail	Set a custom greeting for a group voicemail (Path: **Call Features > Voicemail > Group Voicemail > General > Group Voicemail Greeting > Greeting Management**).	
	Set a global greeting for voicemails (Path: **Call Features > Voicemail > Voicemail Settings > Greeting Options > Global Voicemail Greeting**).	
IVR	Set an IVR prompt (Path: **Call Features > IVR > Basic > Prompt**).	
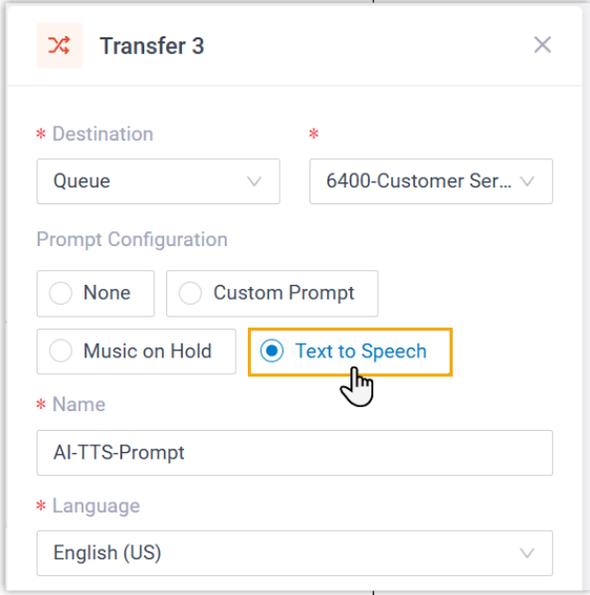
Feature	Description	Illustration
	Set prompts for IVR keypress destinations (Path: **Call Features > IVR > Key Press Event > Key Destination/Response Timeout/Invalid Input Destination > Destination**).	
Ring Group	Set join announcement for a ring group (Path: **Call Features > Ring Group > Join Announcement**).	
	Set ringback tone for a ring group (Path: **Call Features > Ring Group > Ringback Tone**).	
	Set prompts for failover destinations, including default destination and time-based destinations (Path: **Call Features > Ring Group > Failover Destination**).	
Inbound Queue	Set a prompt for failover destination, including both default and time-based destinations (Path: **Call Features > Queue > Inbound Queue > Basic > Basic**).	

Feature	Description	Illustration
	Set the following prompts for a queue (Path: **Call Features > Queue > Inbound Queue > Basic > Prompt**). • Join Announcement • Ringback Tone • Periodic Announcement	
	Set a prompt for satisfaction survey (Path: **Call Features > Queue > Inbound Queue > Preferences > Satisfaction Survey**).	
	Set a prompt for the destination of key press event (Path: **Call Features > Queue > Inbound Queue > Preferences > Key Press Event > Key Destination**).	
Outbound Queue	Set a prompt for failover destination, including both default and time-based destinations (Path: **Call Features > Queue > Outbound Queue > Basic > Basic**).	
	Set the following prompts for a queue (Path: **Call Features > Queue > Outbound Queue > Basic > Prompt**). • Join Announcement • Ringback Tone • Periodic Announcement	
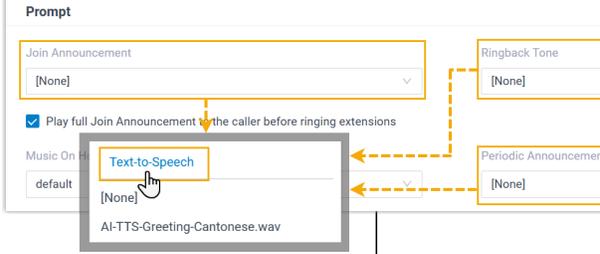
Feature	Description	Illustration
Custom Prompt	Create a new custom prompt (Path: **PBX Settings > Voice Prompt > Custom Prompt > Create New Prompt**).	
PMS Integration	Set the voice prompt to be played when guests answer wakeup calls (Path: **Integrations > PMS > Wake-up Call Service**).	
Hotel Managem ent	Set the voice prompt to be played when the guest(s) answer the wake-up call (Path: **Hotel Management > Wake-up Service > Wake-Up Rule**).	

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   ✕

* Name

AI-TTS-Greeting

* 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.

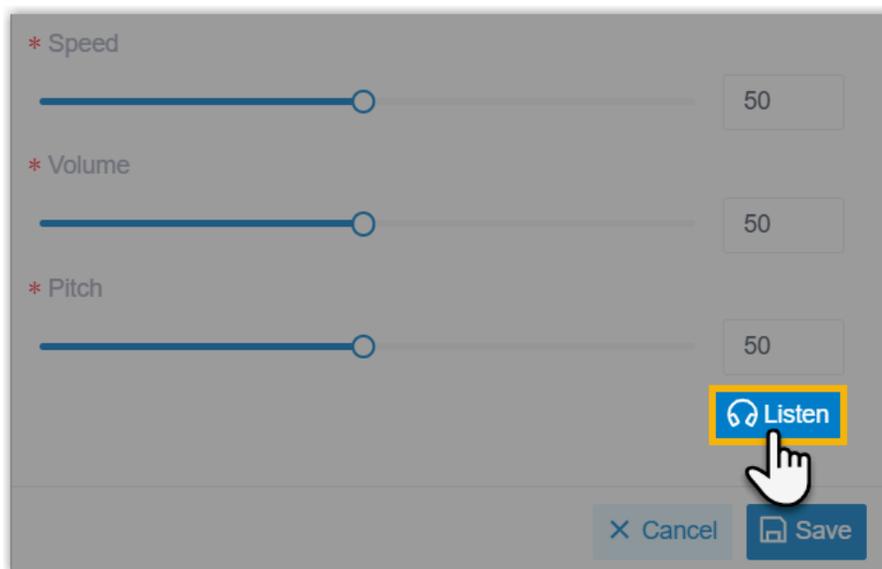3. **Optional:** Adjust audio settings and preview the prompt as needed.

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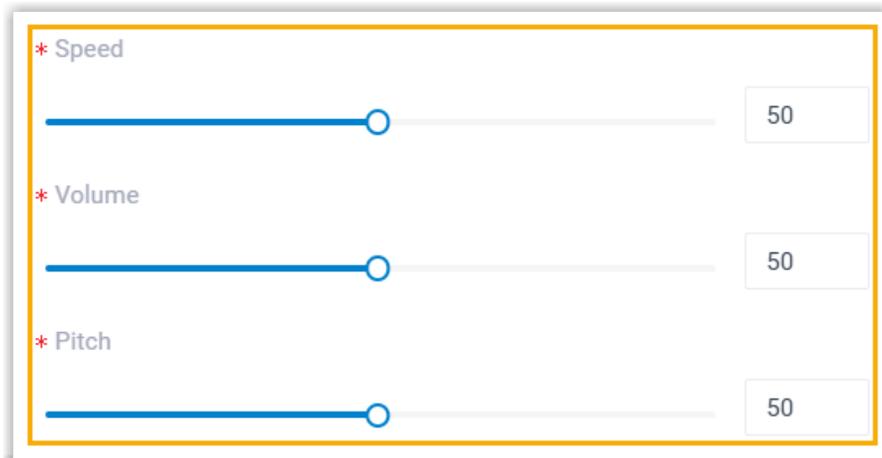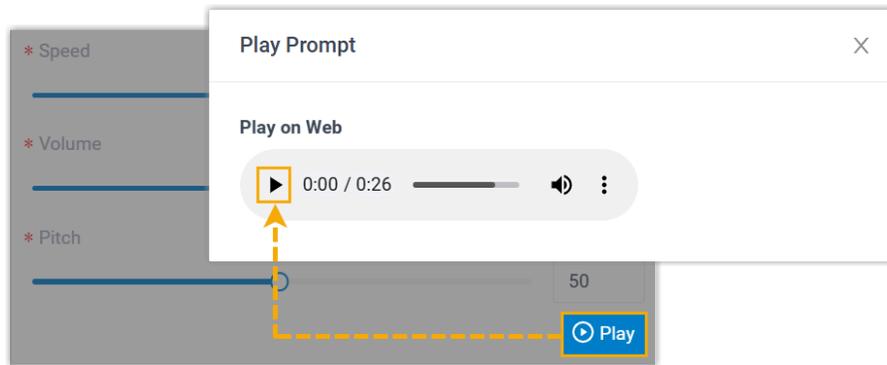
b. To preview the audio prompt, click **Listen**.

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**.
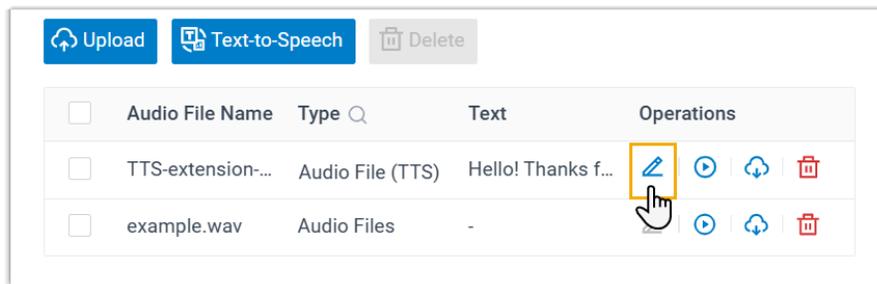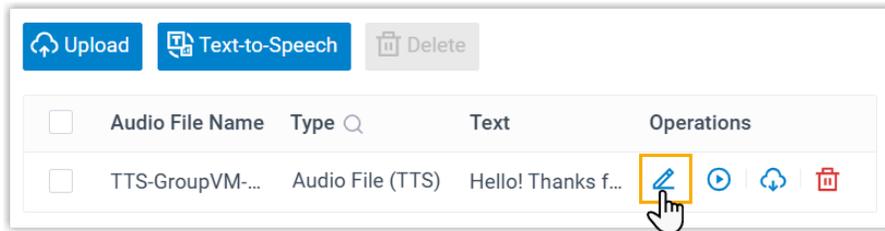

  - For group voicemails, go to **Call Features > Voicemail > Group Voicemail > Group Voicemail Greeting > Greeting Management**.
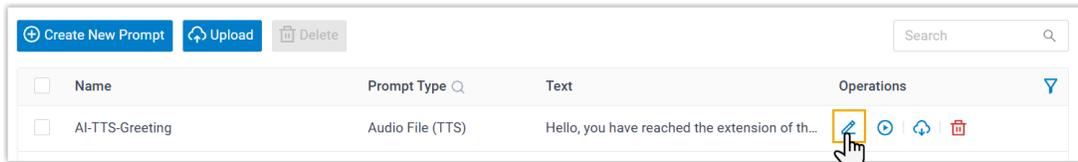
> **Note:**
> Prompts added in **Voicemail Settings** are synchronized and managed in the custom prompt list.

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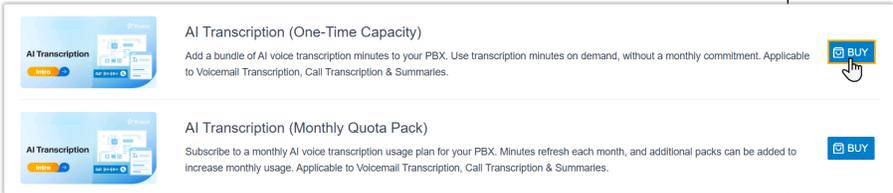
AI Transcription

AI Transcription Overview

Yeastar P-Series Software Edition supports AI transcription feature for voicemail messages and calls, which can convert voicemail and call audio into readable text using the built-in artificial intelligence (AI), allowing users to quickly review voicemail messages and call summaries.

Requirements and restriction

Requirements

Item	Requirement
Firmware	83.22.0.134 or later
Subscription	The AI Transcription feature includes one-time free minutes with your plan subscription (120 minutes for **Enterprise Plan** or 240 minutes for **Ultimate Plan**). To expand AI transcription minutes, subscribe to the following add-on service(s) (Path: **Plan > Add-on Subscription**). • **AI Transcription (One-Time Capacity)**: One-time transcription minutes. When used up, you need to purchase additional capacity. • **AI Transcription (Monthly Quota Pack)**: Monthly subscription pack with a fixed quota of **500** minutes that resets each month; unused minutes do not roll over to the next month. **Note:** If both services are subscribed, minutes are deducted from the monthly quota pack first.

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 and call-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 and calls automatically or only when needed.

Multi-language support

Provide multiple languages for transcribing of voicemails and calls. 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](#) and [Enable AI Call Transcription](#).

2. **Customize AI transcription for extensions**
   After transcription enabled, voicemail messages or calls 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.
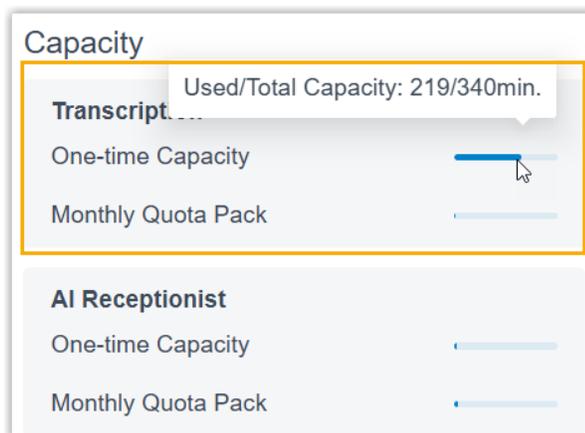
   > 📝 **Note:**

> ✏️ 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](#) and [Configure AI Call 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 converts 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.
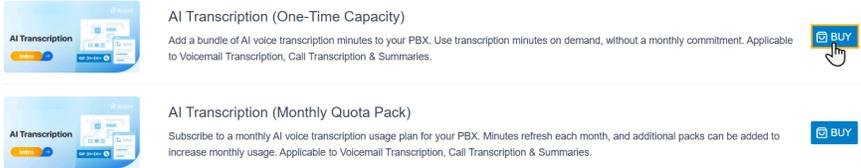
> ✏️ **Note:**

> ✏️ 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	83.22.0.134 or later
Subscription	The AI Transcription feature includes one-time free minutes with your plan subscription (120 minutes for **Enterprise Plan** or 240 minutes for **Ultimate Plan**). To expand AI transcription minutes, subscribe to the following add-on service(s) (Path: **Plan > Add-on Subscription**). • **AI Transcription (One-Time Capacity)**: One-time transcription minutes. When used up, you need to purchase additional capacity. • **AI Transcription (Monthly Quota Pack)**: Monthly subscription pack with a fixed quota of **500** minutes that resets each month; unused minutes do not roll over to the next month. ✏️ **Note:** If both services are subscribed, minutes are deducted from the monthly quota pack first.

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) of either the one-time capacity or the monthly quota pack 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 for one-time capacity and monthly quota pack individually (Path: **System > Event Notification > Your AI Transcription Usage is Reaching the Capacity Limit > Event Detail > Event Setting > Capacity Alert Threshold**).

    System / Event Notification / Event Detail / **Edit (Your AI Transcription Usage is Reaching the Capacity Limit)**

    Event Setting

    * One-time Capacity Alert Threshold   * Monthly Quota Pack Alert Threshold

    | 80% ✕ | 90% ✕ | 95% ✕ | | 80% ✕ | 90% ✕ | 95% ✕ |

  - The total AI transcription minutes (both one-time capacity and monthly quota pack) is fully used, the PBX sends a notification **AI Transcription Limit Reached** to notify relevant contacts.
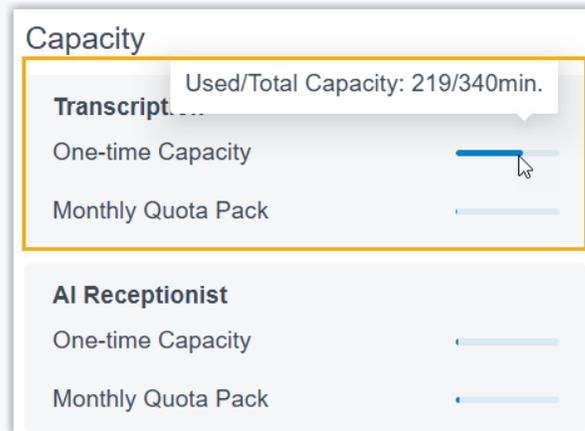
    > **Note:**
    > In addition, you can track AI transcription usage using one of the following methods.

◦ 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).

Capacity

Used/Total Capacity: 219/340min.

Transcript...
One-time Capacity
Monthly Quota Pack

AI Receptionist
One-time Capacity
Monthly Quota Pack

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: **Voicemails**).
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.

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.
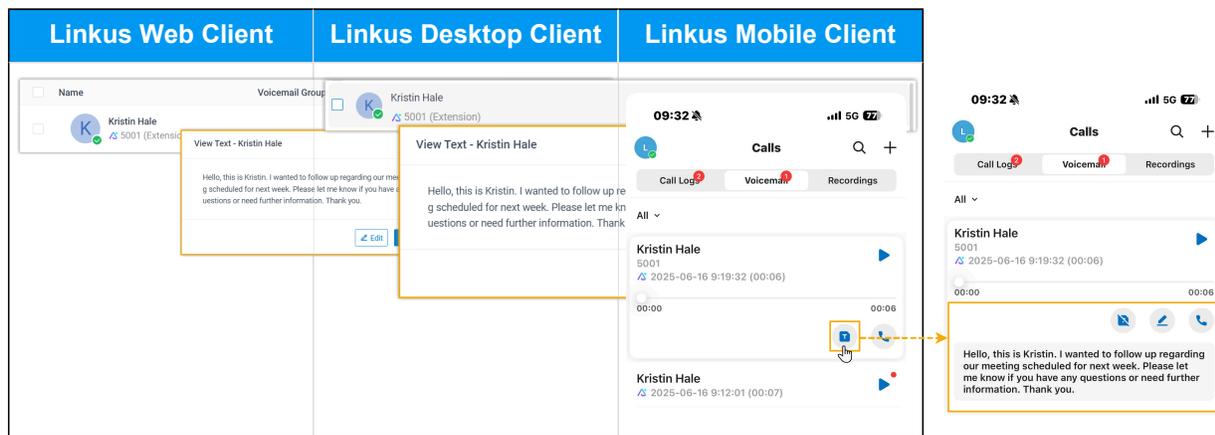

Email

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**).
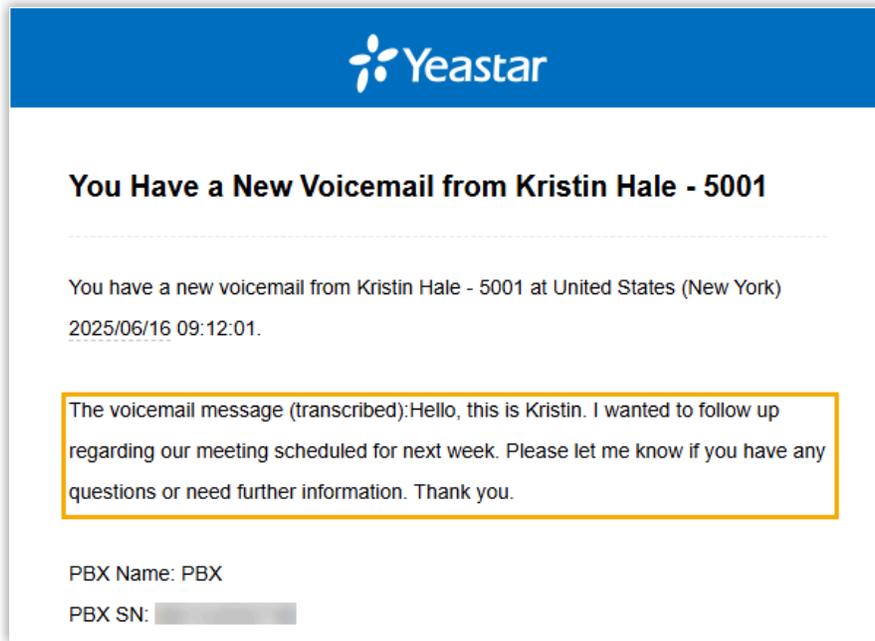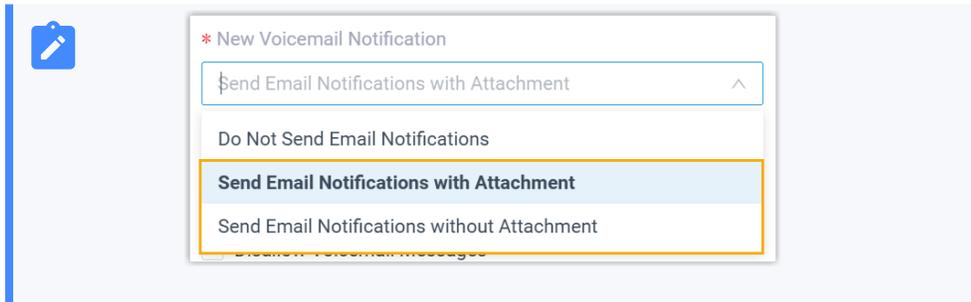
Configuration for AI Call Transcription

Enable AI Call Transcription

AI call transcription can transcribe calls between two parties into readable text in real time and automatically generate call summaries. This topic describes how to enable AI call transcription.
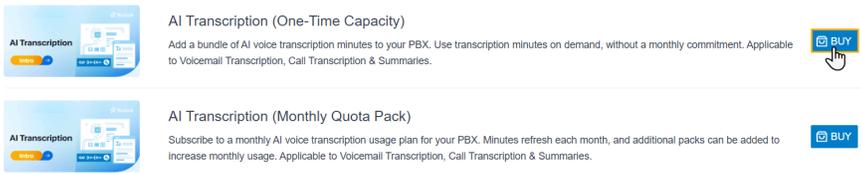
> **Note:**
> You can enable the AI-powered processing feature mentioned in this topic and manage corresponding resources and configurations on the PBX.

> 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	83.22.0.134 or later.
Subscription	The AI Transcription feature includes one-time free minutes with your plan subscription (120 minutes for **Enterprise Plan** or 240 minutes for **Ultimate Plan**). To expand AI transcription minutes, subscribe to the following add-on service(s) (Path: **Plan > Add-on Subscription**). • **AI Transcription (One-Time Capacity)**: One-time transcription minutes. When used up, you need to purchase additional capacity. • **AI Transcription (Monthly Quota Pack)**: Monthly subscription pack with a fixed quota of **500** minutes that resets each month; unused minutes do not roll over to the next month. > **Note:** > If both services are subscribed, minutes are deducted from the monthly quota pack first.

Procedure

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

a. In the **Language** drop-down list, select the desired language for call transcription.

b. In the **Extension Scope for This Feature** section, specify which extensions / extension groups / departments have access to the call 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 call transcription feature is enabled. Call audio can be recognized and transcribed into readable text in the specified language in real time, and a call summary can be generated automatically after the call ends.

> ✏️ **Note:**
> You can configure the call transcription language and mode (either automatic or manual) for extensions individually as needed (Path: **Extension and Trunk > Extension > AI > Call Transcription**). For more information, see [Configure AI Call 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) of either the one-time capacity or the monthly quota pack has reached the pre-configured ca-

pacity 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 for one-time capacity and monthly quota pack individually (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 (both one-time capacity and monthly quota pack) 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).
>
>
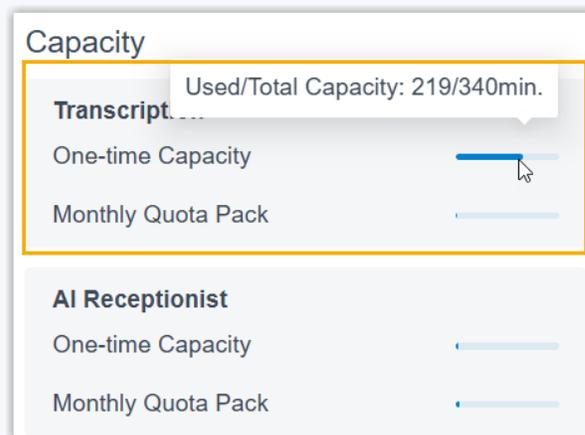
Configure AI Call Transcription for an Extension

After AI call transcription is enabled, calls for authorized extensions can be recognized and transcribed in a global preset language. You can adjust the transcription settings for extensions individually to meet their specific needs.

> **Note:**
>
> - If the authorized extension is registered on Linkus Desktop Client, the AI Call Transcription feature is available only if the client's firmware version is **1.15.3** or later.
> - Authorized extension users can customize the AI call 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 call 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 **Call Transcription** section, configure the following settings according to extension's need.

Setting	Description
Automatic Call Transcription	Specify whether to automatically transcribe extension's calls in real time. If this option is disabled, extension users can manually trigger transcription from the call screen during an active call as needed.
Show Transcription Text After the Call	Specify whether to automatically display the transcript and summary after the call ends.
Language	Select the desired language for call transcription.

4. Click **Save**.

Result

- When extension users join a one-on-one call, call audio can be recognized and transcribed in the configured language in real time, and a call summary can be generated automatically after the call ends.
- Extension users can access the AI-generated transcript and summary of transcribed calls in the call logs on their Linkus UC Clients. Calls that have been transcribed are marked with a ⚛ icon.
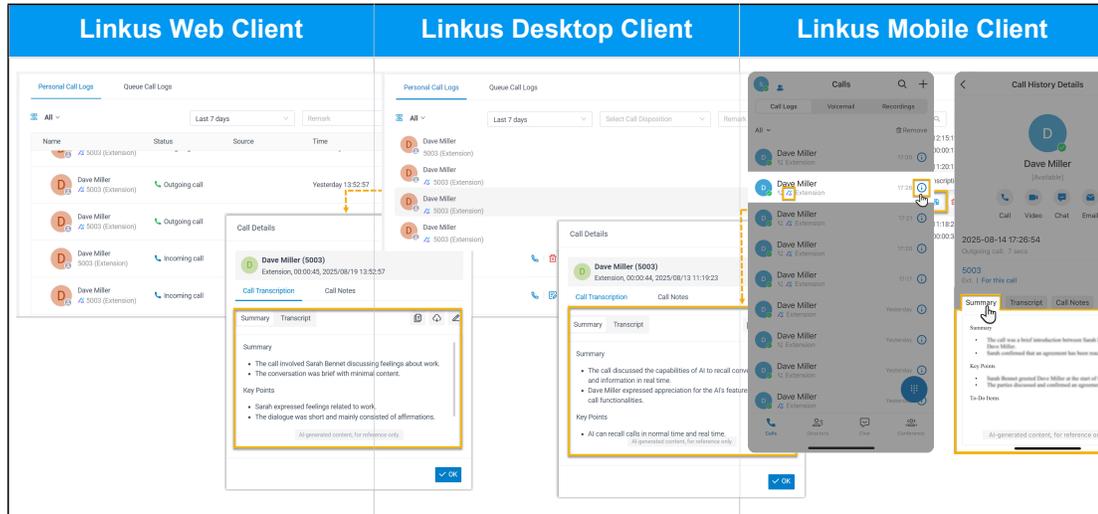
Related information

[Linkus Web Client Guide - Transcribe a Call](#)

[Linkus Desktop Client Guide - Transcribe a Call](#)

[Linkus Mobile Client Guide - Transcribe a Call](#)

AI Transcription Report

Access Transcription Usage Details Report

Transcription Usage Details report provides an overview on the used transcription minutes for Voicemail Transcription and Call 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**.
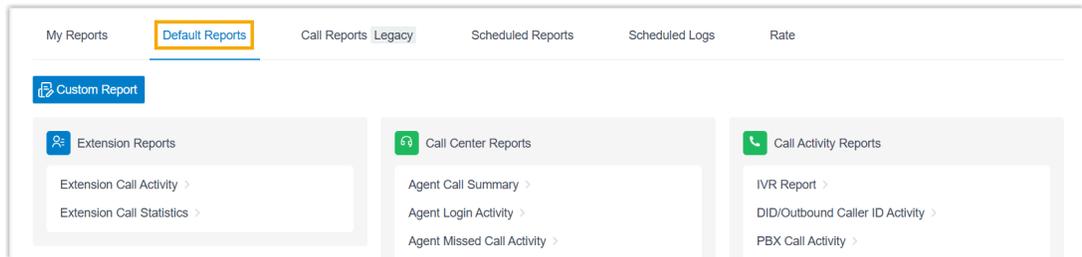>
>
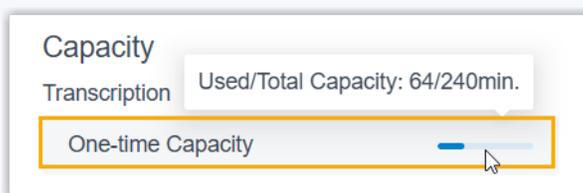
Requirements

The PBX's firmware version is 83.22.0.134 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 83.21.0.117 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 83.21.0.117 or later. To access historical data, click **Call Reports(Legacy)** tab to proceed.

   b. In the **AI Reports** pane, click **Transcription Usage Details**.
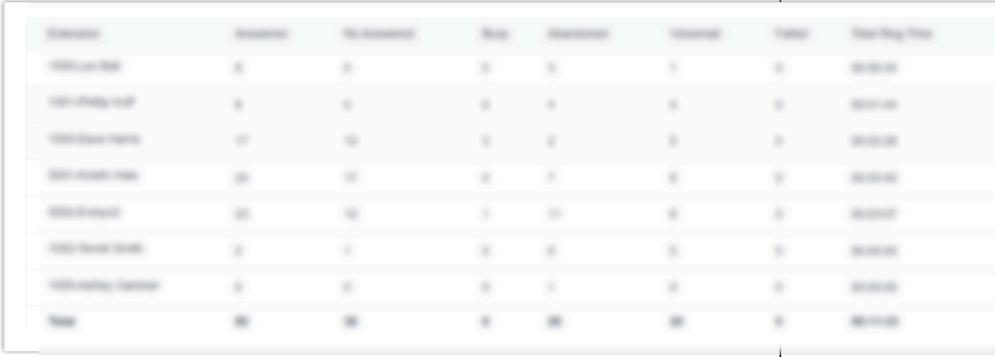3. In the **Time** field, set the time range that the report will cover.
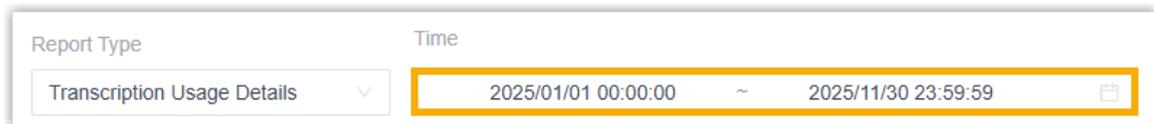
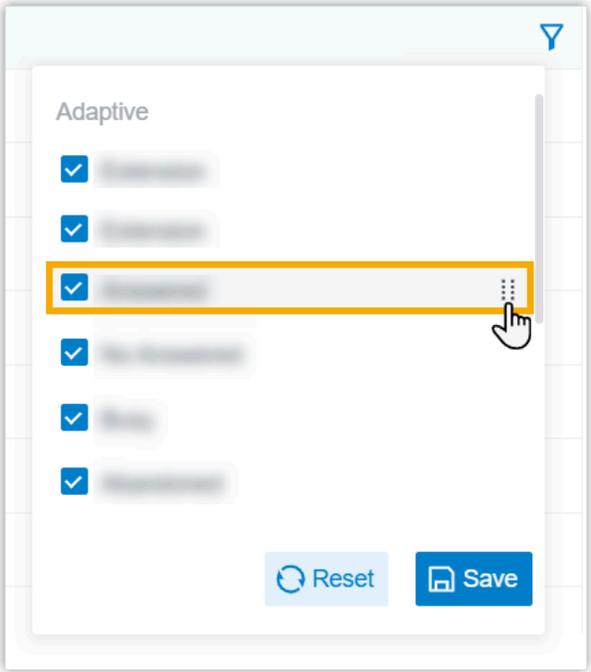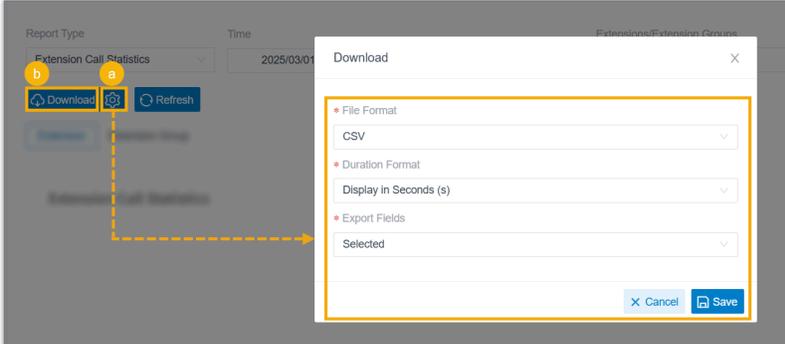The report that matches the filter criteria is displayed on the page, as shown below.

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.
Pin a column	Click beside the desired field, then drag it to the **Left (Freeze Column)** or **Right (Freeze Column)**.
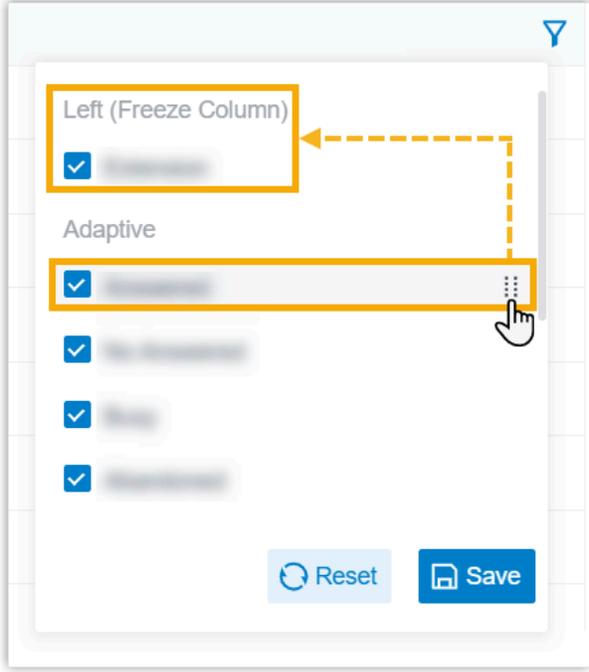
Operation	Description
Change column order	Click ⠿ beside the desired field, then drag it to the desired position.

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

Operation	Description
Add to **Scheduled Reports**	Schedule a task to automatically send the report via email. a. At the bottom of the page, click **Add to Scheduled Reports**. b. Complete the follow-up settings according to scheduled task.
Download the report	Download the report to local PC for offline review and further analysis.

Operation	Description

	a. **Optional:** Click ⚙ to customize the report download setting, then save the changes.
	    • **File Format**: Specify the download format for this report.
	       ◦ **CSV**
	       ◦ **XLS**
	       ◦ **HTML**
	       ◦ **PDF**
	    • **Duration Format**: Specify the display format for all duration-related fields.
	       ◦ **Display in Second (s)**
	       ◦ **Display as HH:MM:SS**
	    • **Export Fields**: Specify the fields to export.
	       ◦ **All**
	       ◦ **Selected**
	b. Click **Download**.

Report details

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

Metric	Description

Transcription Event	The type of transcription performed.
	
	    • **Voicemail Transcription**
	    • **Call Transcription**

Usage (mins)	The used transcription minutes within the specified time period. 📝 **Note:** 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.