AI Integration Guide

Yeastar P-Series Appliance Edition

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Contents

AI Integration Overview

Yeastar P-Series PBX System provides advanced speech and text processing capabilities powered by built-in artificial intelligence (AI), designed to enhance user experience and improve work efficiency. This topic provides an overview of the supported AI-powered processing features.

AI Text-to-Speech

With AI Text-to-Speech, you can automatically convert text into natural, lifelike speech, which is available when creating system greetings, announcements, and other voice prompts, allowing organizations to deliver more dynamic and personalized interactions for users.

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

AI Voicemail Transcription

AI Voicemail Transcription automatically converts voicemail audio 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**: 37.19.0.110 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. After the feature is enabled, you can generate audio files via TTS when setting up custom prompts or greetings.

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.

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**: 37.19.0.110 or later
- **Subscription**: **Enterprise Plan** or **Ultimate Plan**

Procedure

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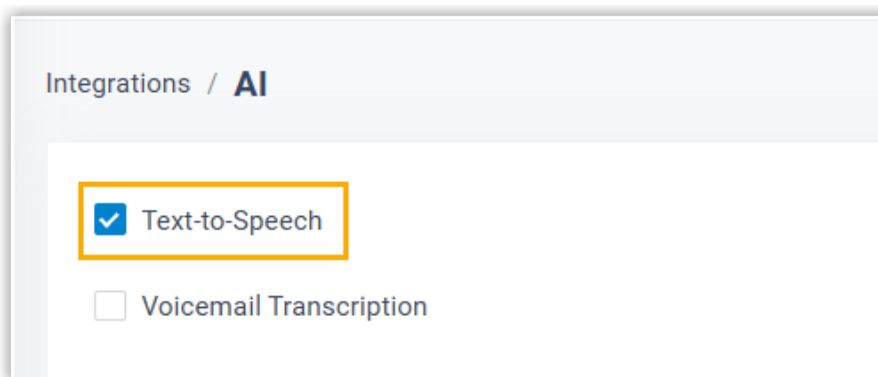
3. Click **Save**.

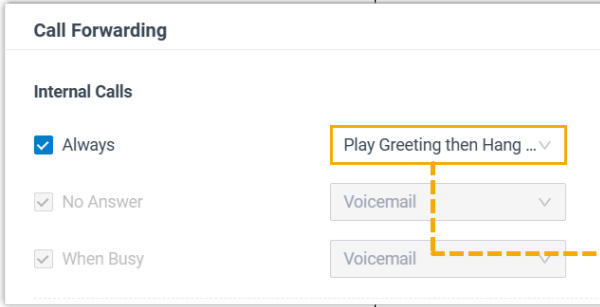## Result

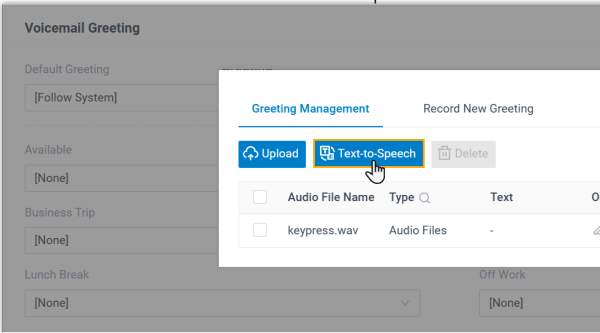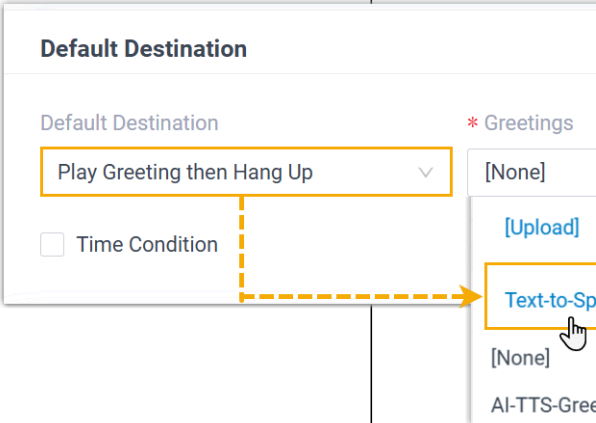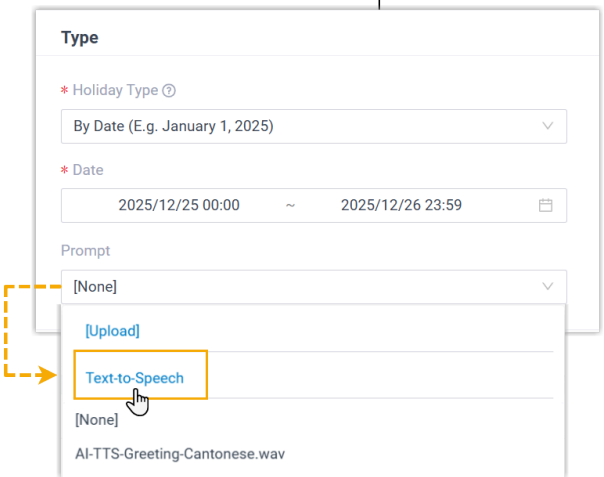The AI Text-to-Speech feature is enabled.

What to do next

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

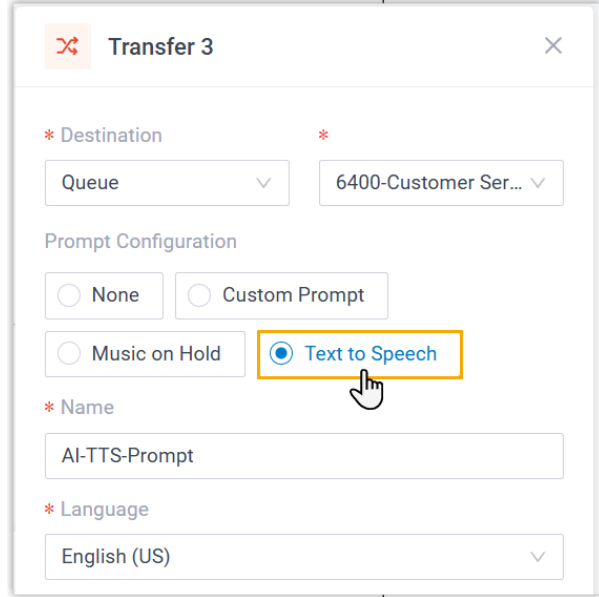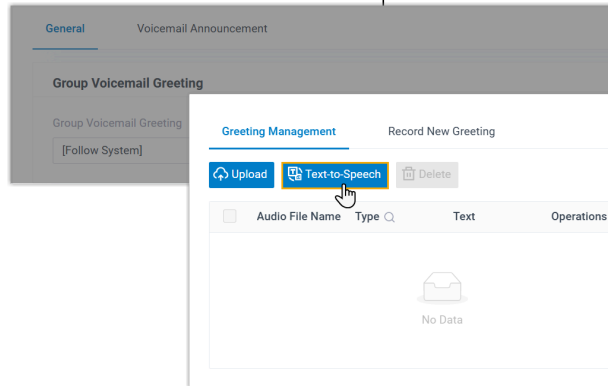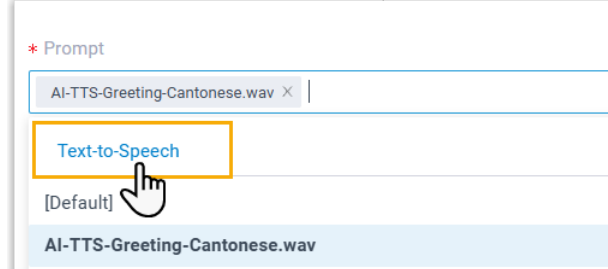# Generate Audio Prompts using AI Text-to-Speech

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.
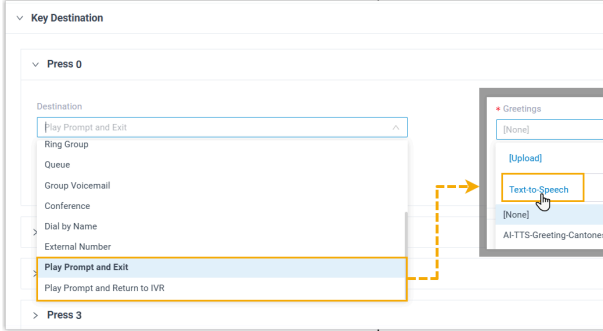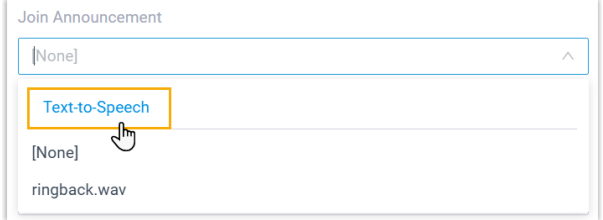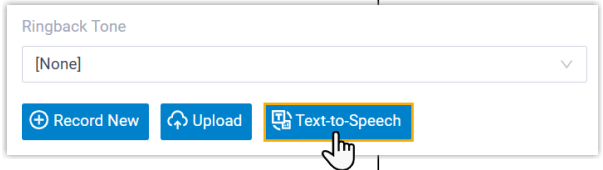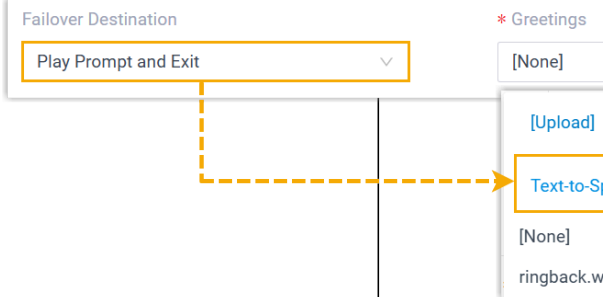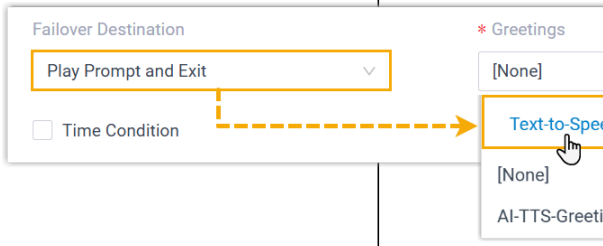
Introduction

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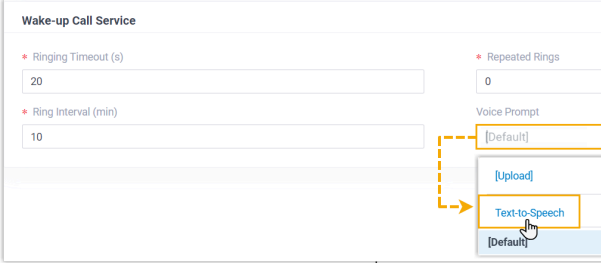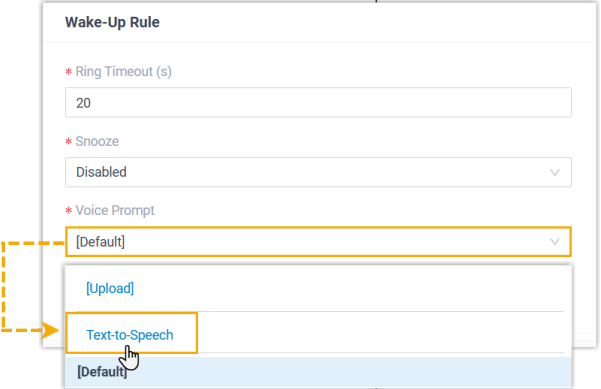
Feature	Description	Illustration
Extension	Set a custom greeting for call forwarding destination when editing an extension (Path: **Extension and Trunk > Extension > Presence > Call Forwarding**). 📝 **Note:** The prompt will be synchronized to the extension user's Linkus clients. The user can also customize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

Feature	Description	Illustration
	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**).	
Queue	Set a prompt for failover destination, including both default and time-based destinations (Path: **Call Features > Queue > Basic > Basic**).	

Feature	Description	Illustration
	Set the following prompts for a queue (Path: **Call Features > Queue > Basic > Prompt**). • Join Announcement • Ringback Tone • Periodic Announcement	
	Set a prompt for satisfaction survey (Path: **Call Features > Queue > Preferences > Satisfaction Survey**).	
	Set a prompt for the destination of key press event (Path: **Call Features > Queue > Preferences > Key Press Event > Key Destination**).	
Custom Prompt	Create a new custom prompt (Path: **PBX Settings > Voice Prompt > Custom Prompt > Create New Prompt**).	

Feature	Description	Illustration
PMS Integration	Set the voice prompt to be played when guests answer wakeup calls (Path: **Integrations > PMS > Wake-up Call Service**).	
Hotel Management	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.

- **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.
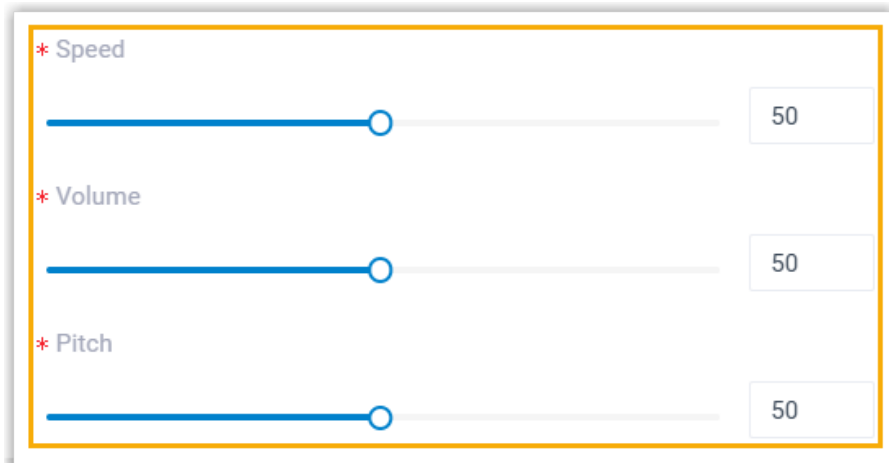
> ✏️ **Note:**
> The text content should be in the same language as the audio prompt.

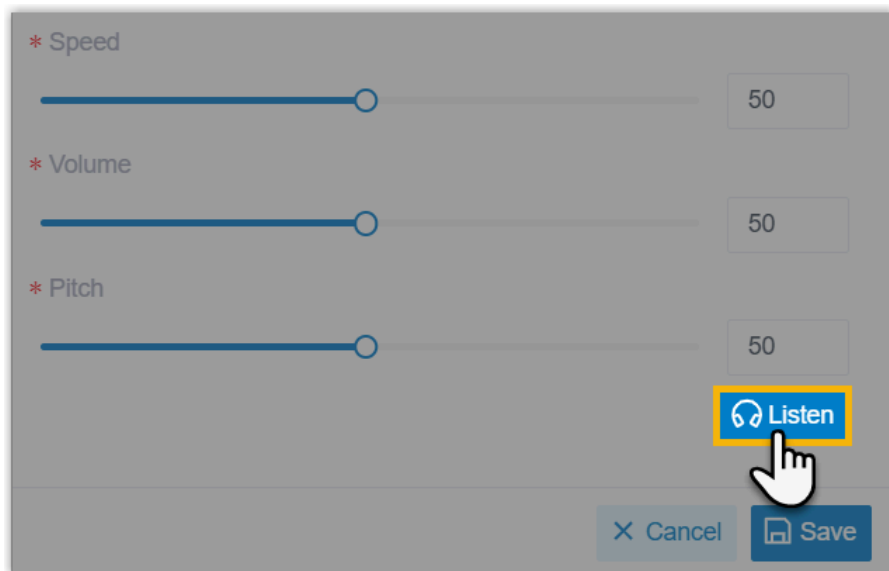3. **Optional:** Adjust audio settings and preview the prompt as needed.

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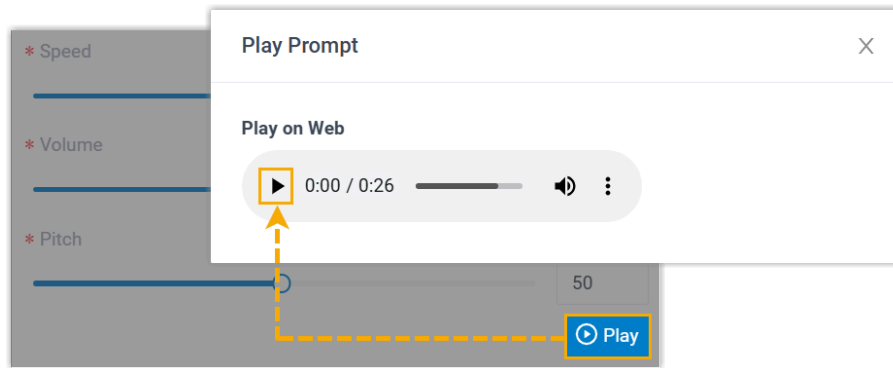
b. To preview the audio prompt, click **Listen**.

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.

> **Note:**
> Some robotic-sounding voices are no longer supported starting from firmware 37.20.0.128. Prompts previously generated with these discontinued voice options remain available for use, but can not be edited.

◦ For extensions, go to **Extension and Trunk > Extension > Voicemail > Voicemail Greeting > Greeting Management**.
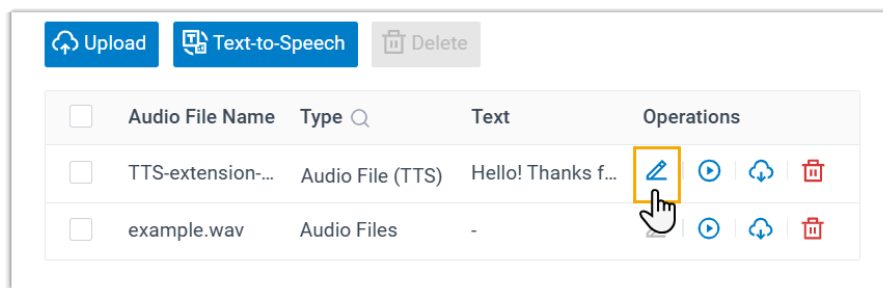
◦ For group voicemails, go to **Call Features > Voicemail > Group Voicemail > Group Voicemail Greeting > Greeting Management**.

> **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	37.19.0.110 or later.
Subscription	• Subscribe to **Enterprise Plan** or **Ultimate Plan** to ensure AI transcription is available. **Note:** You can get started with the AI transcription feature using the free transcription minutes that come with your subscription plan (120 minutes for **Enterprise Plan** or 240 minutes for **Ultimate Plan**). • Expand transcription minutes as needed by subscribing to the **Transcription** service (Path: **Plan > Add-on Subscription**).

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.

Configuration steps

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.

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

3. **View AI transcription report**

   View the used and total transcription minutes, allowing efficient monitoring and management on the AI transcription usage.

   For more information, see [Access Transcription Usage Details Report](#).

Configuration for AI Voicemail Transcription

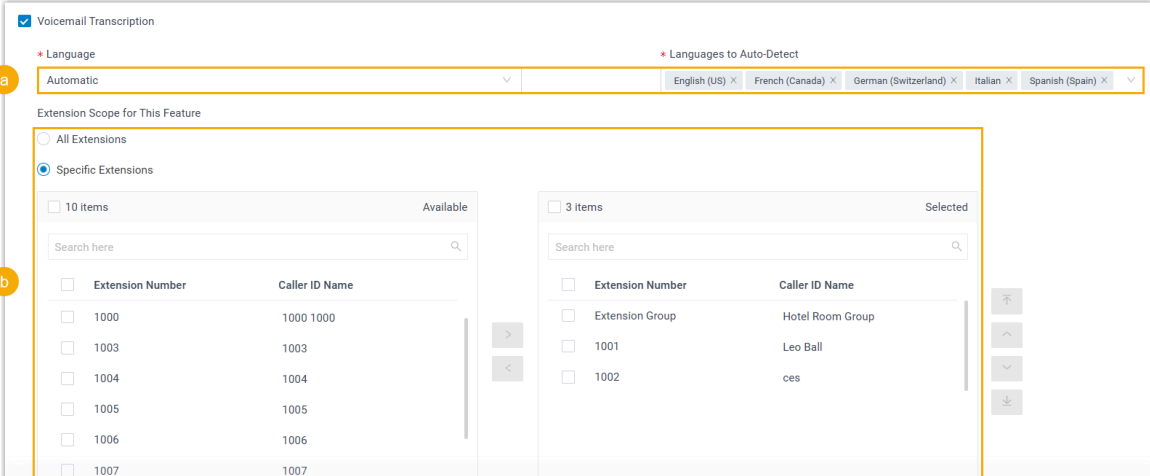## Enable AI Voicemail Transcription

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.

Requirements

Item	Requirement
Firmware	37.19.0.110 or later.
Subscription	• Subscribe to **Enterprise Plan** or **Ultimate Plan** to ensure AI transcription is available. **Note:** You can get started with the AI transcription feature using the free transcription minutes that come with your subscription plan (120 minutes for **Enterprise Plan** or 240 minutes for **Ultimate Plan**). • Expand transcription minutes as needed by subscribing to the **Transcription** service (Path: **Plan > Add-on Subscription**).

Procedure

1. Log in to PBX web portal, go to **Integrations > AI**.
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 usage reaches **90%** and **95%** of the total capacity, the PBX sends a notification **Your AI Transcription Usage is Reaching the Capacity Limit** to notify relevant contacts.

◦ When the total capacity is fully used, the PBX sends a notification **AI Transcription Limit Reached** to notify relevant contacts.

> ✏️ **Note:**
> You can also check the usage details of AI transcription in call reports. For more information, see [Access Transcription Usage Details Report](#).

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.

Setting	Description
	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 > Voice-mail 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 ref-
> erence.
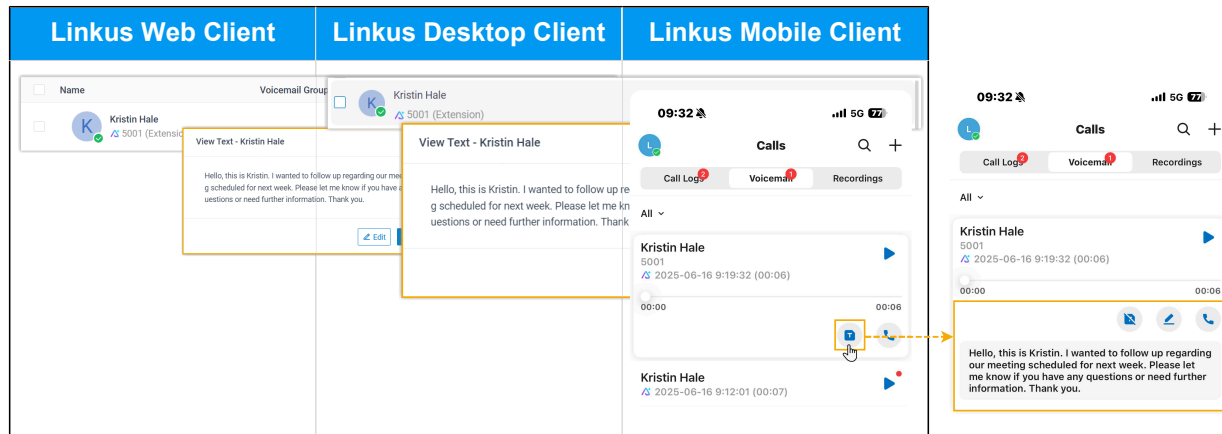
Email

Users can see the transcribed text included in the body of the email noti-
fication for each received voicemail.
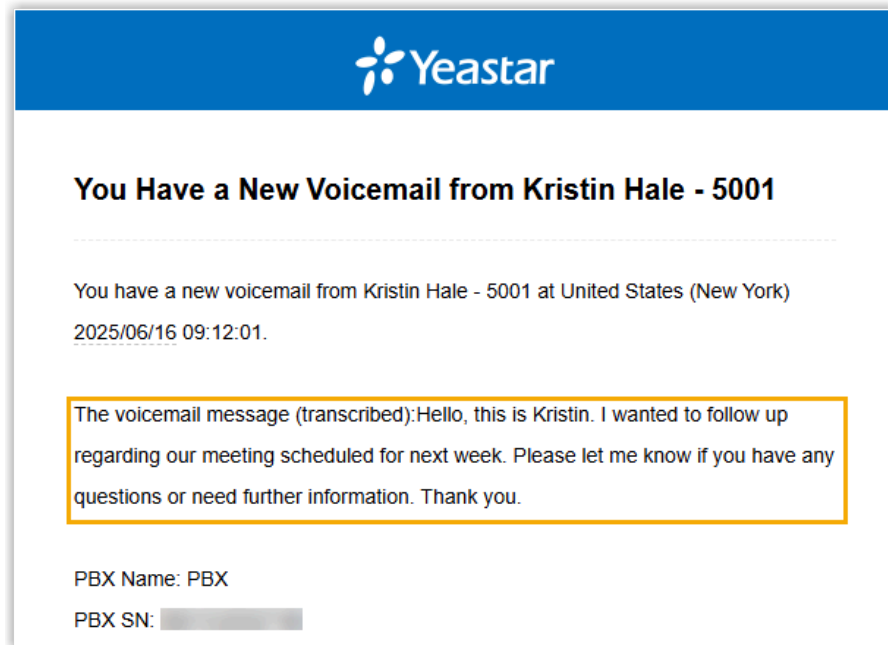
> ✏️ **Note:**
> This method is only available when the following settings are
> enabled for the extension:
> - **Automatic Voicemail Transcription** is enabled.
> - Voicemail to Email feature is enabled (Path: **Extension
>   and Trunk > Extension > Voicemail > New Voicemail
>   Notification**).
>
>
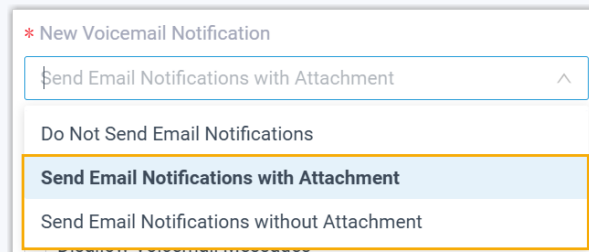
Access Transcription Usage Details Report

Transcription Usage Details report provides an overview on the used transcription minutes for Voicemail Transcription. This topic introduces how to access the report.

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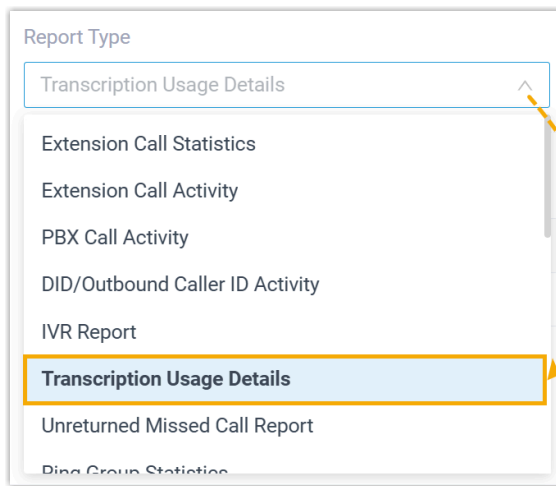>
>
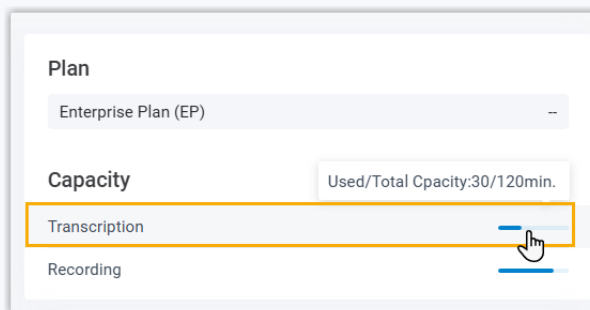
Prerequisites

To access Transcription usage report, make sure the firmware of Yeastar P-Series PBX System is 37.19.0.110 or later.

Procedure

1. Log in to PBX web portal, go to **Reports and Recordings > Call Reports**.
2. In the **Report Type** drop-download list, select **Transcription Usage Details**.

3. Filter data by the desired time range.

A report for the selected period is displayed on the page, as shown below.

Refer to the following table for explanation of the report metrics:

Metric	Description
Transcription Event	The type of transcription performed. In this report, the value is fixed as **Voicemail Transcription**.
Usage (mins)	The used transcription minutes within the specified time period. **✎ Note:**

Metric	Description
	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.