CHEAT SHEET TO COFIGURE VOICE TRANSCRITION

Genesys Cloud

SOME CONTEXT:

What components integrate this feature.
* Readable
* Search
* Timestamps
* Speaker identification
* Events panel

Available for **GC3**

SET UP

1 Login to Genesys Cloud as an Admin

Set up the Genesys Cloud voice transcription integration.

2
* Enable voice transcription in Speech & text Analytics settings
* Enabled voice transcription based on agent queues. -> Create and configure queues.
* Enable voice transcription for call flows

3 Have in mind Edge support language selection on the Edge line and in Architect.

YOU HAVE SUCCESSFULLY COMPLETED THE SECOND STEP

About Voice transcription in Help my PureCloud Or you can always bring your questions to the Genesys WEM Community
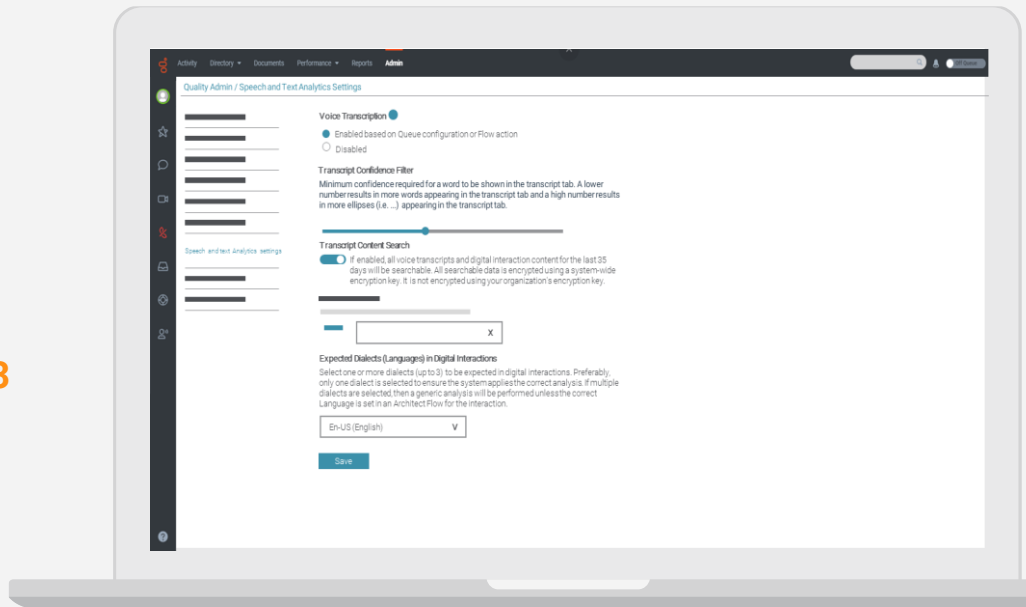
Languages available

Language	Language tag	Speech recognition	Voice transcription	Sentiment analysis	Programs, topics, and phrases
Chinese	zh-CN	✓			
Dutch	nl-NL	✓			
English	en-AU	✓	✓	✓	✓
	en-GB	✓	✓	✓	✓
	en-IN		✓	✓	
	en-ZA		✓	✓	
	en-US	✓	✓	✓	✓
French	fr-FR	✓	✓		
	fr-CA	✓	✓		
German	de-DE	✓	✓		
Italian	it-IT	✓	✓		
Japanese	ja-JP	✓			
Portuguese	pt-BR	✓	✓		
Spanish	es-ES	✓	✓	✓	
	es-US	✓	✓	✓	✓

Genesys Cloud