CRM SPEECH-TO-TEXT

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

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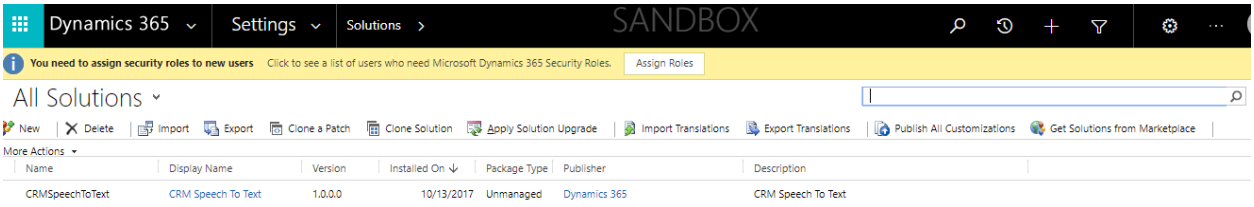
Overview

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

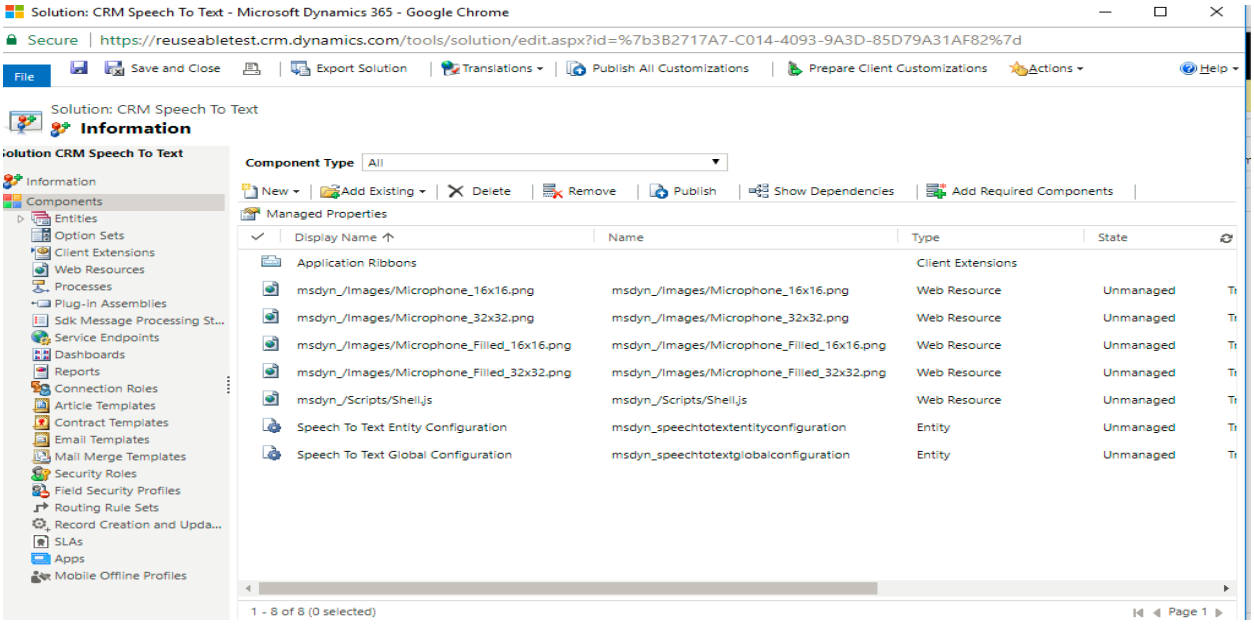
NEW: All languages supported.

Verify the Solution after Installation

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



Below are the Components.


Solution: CRM Speech To Text - Microsoft Dynamics 365 - Google Chrome
Secure | https://reuseabletest.crm.dynamics.com/tools/solution/edit.aspx?id=%7b3B2717A7-C014-4093-9A3D-85D79A31AF82%7d
File
Save and Close
Export Solution
Translations
Publish All Customizations
Prepare Client Customizations
Actions
Help
Solution: CRM Speech To Text
Information
olution CRM Speech To Text
Information
Components
Entities
Option Sets
Client Extensions
Web Resources
Processes
Plug-in Assemblies
Sdk Message Processing St...
Service Endpoints
Dashboards
Reports
Connection Roles
Article Templates
Contract Templates
Email Templates
Mail Merge Templates
Security Roles
Field Security Profiles
Routing Rule Sets
Record Creation and Upda...
SLAs
Apps
Mobile Offline Profiles
Component Type All
New
Add Existing
Delete
Remove
Publish
Show Dependencies
Add Required Components
Managed Properties
Display Name
Name
Type
State
Application Ribbons
Client Extensions
msdyn_/Images/Microphone_16x16.png
msdyn_/Images/Microphone_16x16.png
Web Resource
Unmanaged
msdyn_/Images/Microphone_32x32.png
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Unmanaged
msdyn_/Images/Microphone_Filled_16x16.png
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Web Resource
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msdyn_/Scripts/Shell.js
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Web Resource
Unmanaged
Speech To Text Entity Configuration
msdyn_speechtotextentityconfiguration
Entity
Unmanaged
Speech To Text Global Configuration
msdyn_speechtotextglobalconfiguration
Entity
Unmanaged
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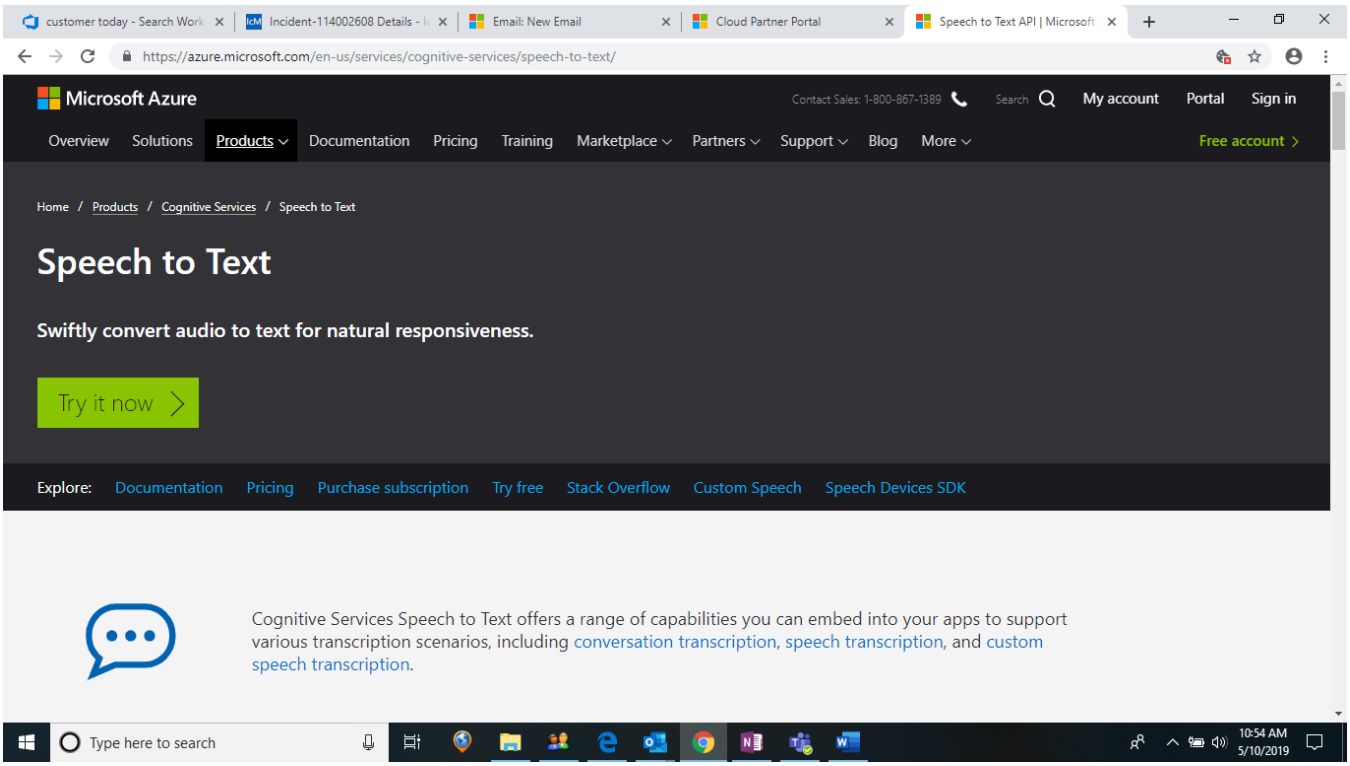
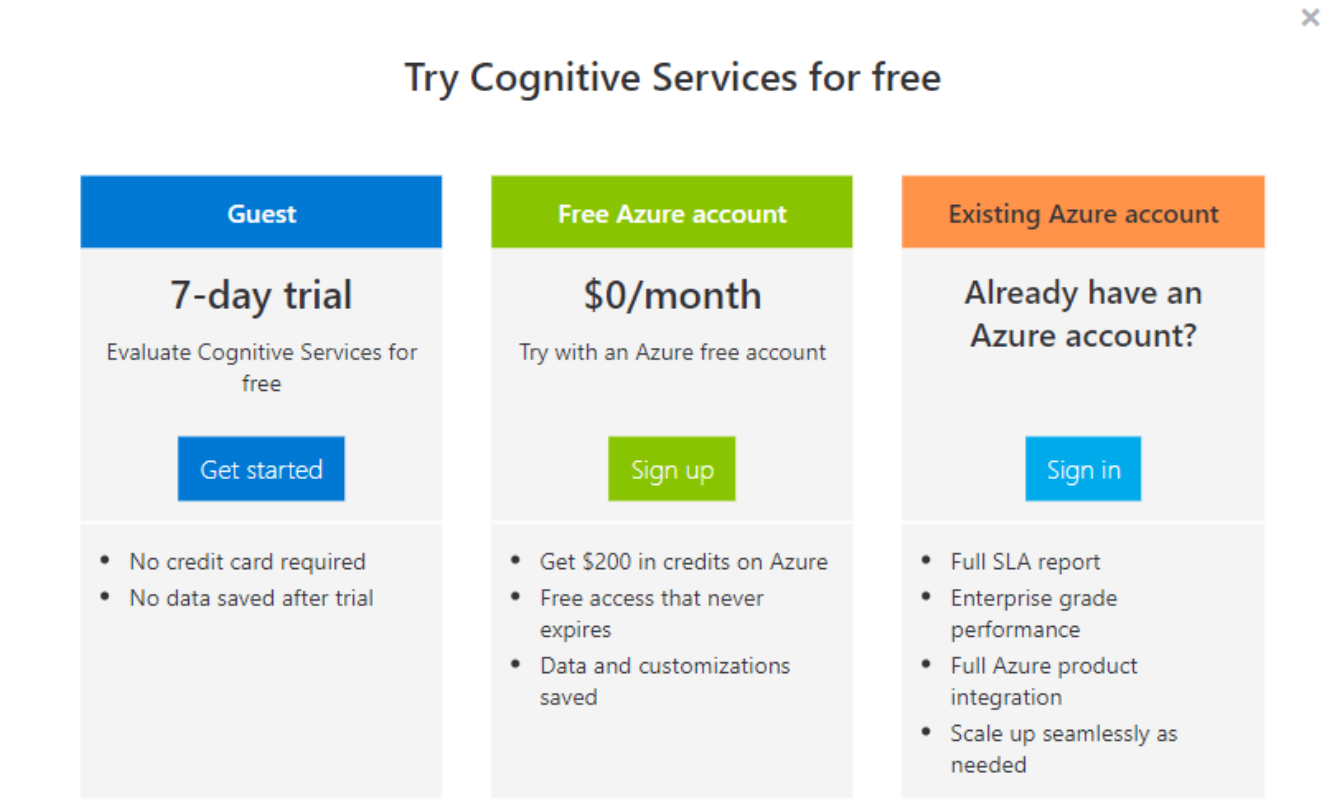
Create Cognitive Services under Azure Subscription

Create Cognitive Service with Speech to Text API. Example given below…

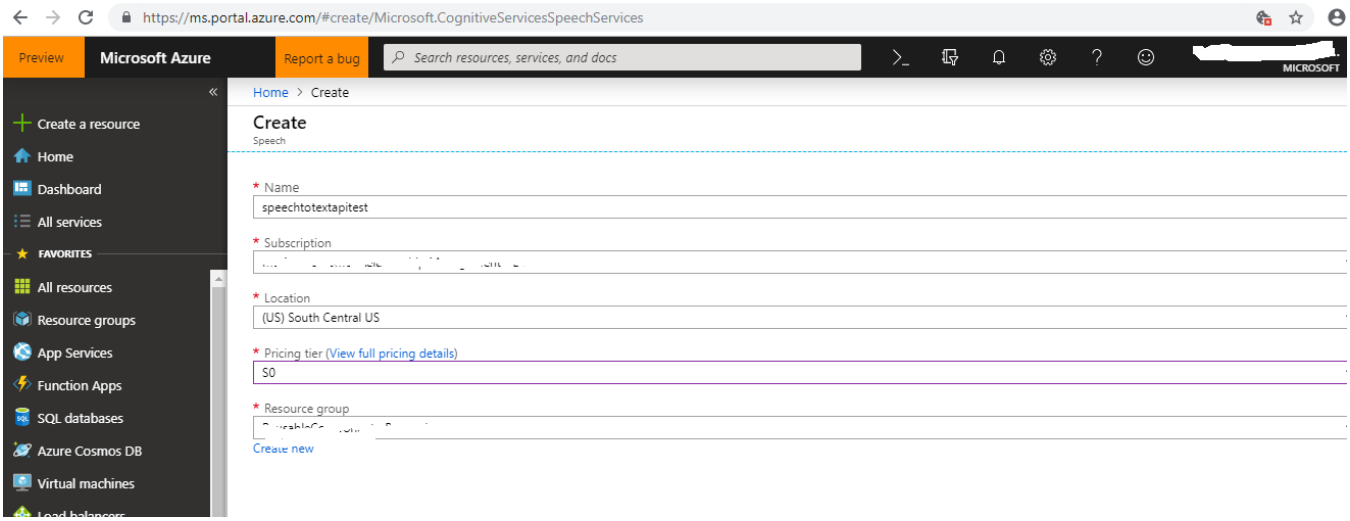
Login into : https://azure.microsoft.com/en-us/services/cognitive-services/speech-to-text/



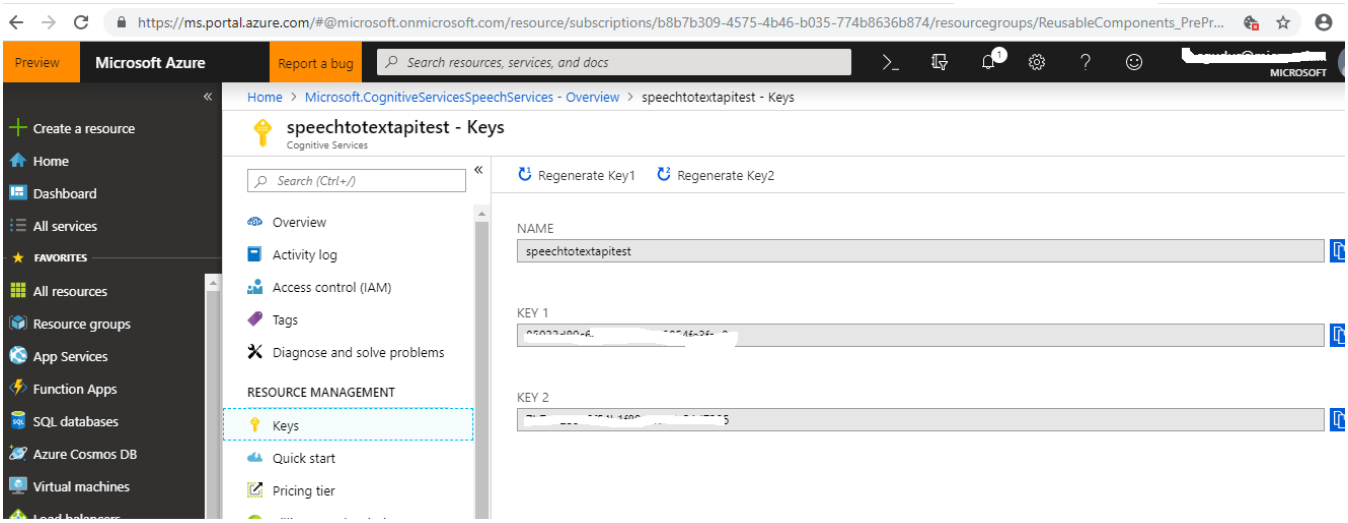
Click on Try it Now and Login into your Azure Subscription (by selecting Existing Azure account)



Provide the details as mentioned below:



After deployment, Navigate to keys to copy the key1 or key 2

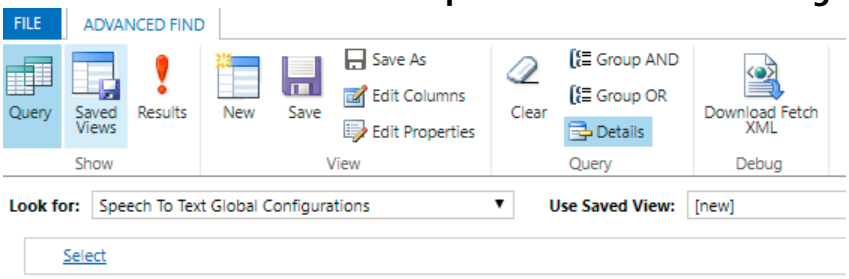


After creating Cognitive Service, copy the Keys.

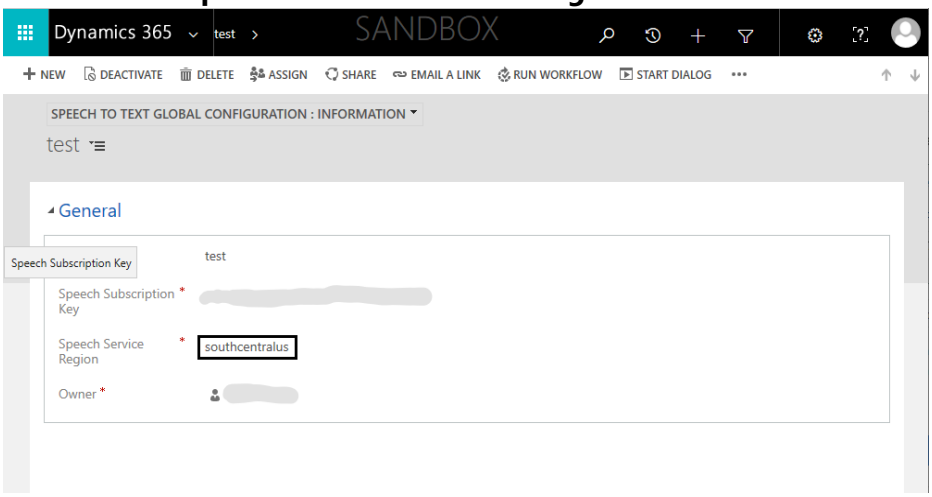
Configuring Entities

Speech to Text Global Configurations

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



2. Click on **New Speech to Text Global Configuration**.

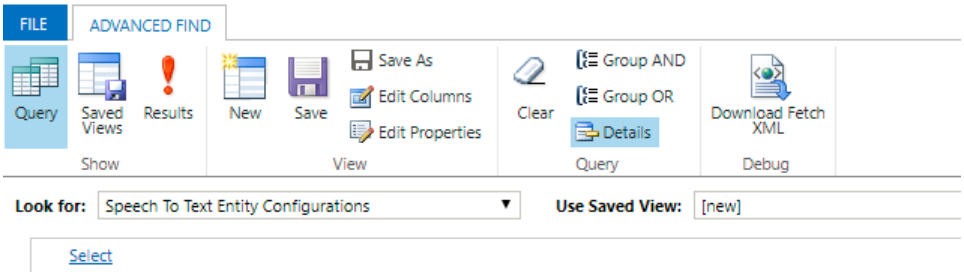


3. Provide **Name** and **Speech Subscription Key** (copied when generating Cognitive service).

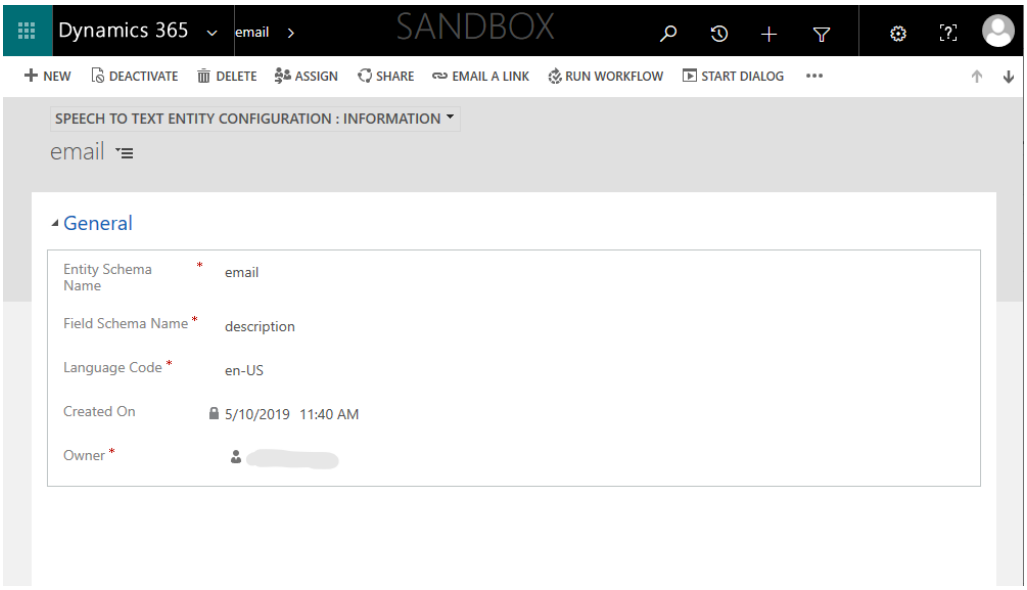
4. User needs to input which region their speech service is deployed in. They will find the regions here - https://docs.microsoft.com/en-us/azure/cognitive-services/speech-service/rest-speech-to-text#regions-and-endpoints
   They must include region correctly as it comes in the url. For example, if their service is deployed in South Central US, they must write it as "**southcentralus**".

Speech To Text Entity Configurations

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



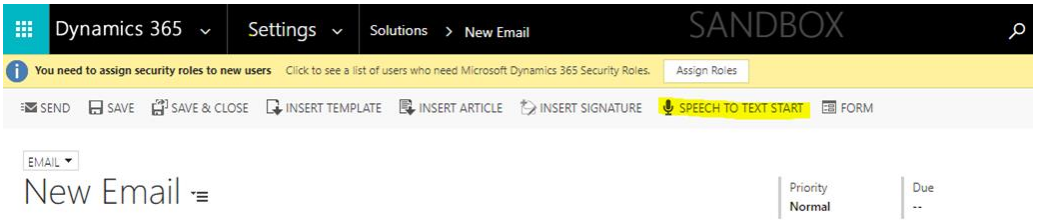
2. Click on Results and create new **Speech To Text Entity Configuration** and enter the details as shown below.



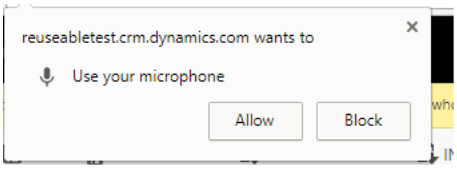
NOTE: Speech To Text can be applied to additional entities through their respective configurations.

Functionality

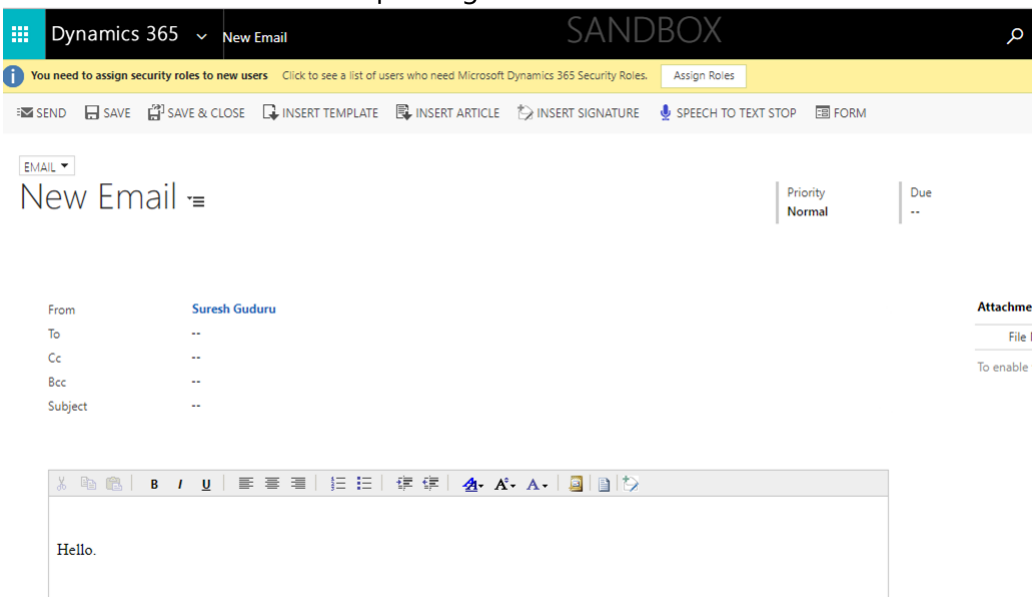
1. Create a new email. The SPEECH TO TEXT START button should be visible.



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



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



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