



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.

The screenshot shows the Dynamics 365 interface with the 'Solutions' tab selected. A notification banner at the top states 'You need to assign security roles to new users'. Below the banner, the 'All Solutions' list is displayed with the following data:

Name	Display Name	Version	Installed On	Package Type	Publisher	Description
CRMSpeechToText	CRM Speech To Text	1.0.0.0	10/13/2017	Unmanaged	Dynamics 365	CRM Speech To Text

Below are the Components.

Solution: CRM Speech To Text - Microsoft Dynamics 365 - Google Chrome

Secure | https://reusableetest.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

Information 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

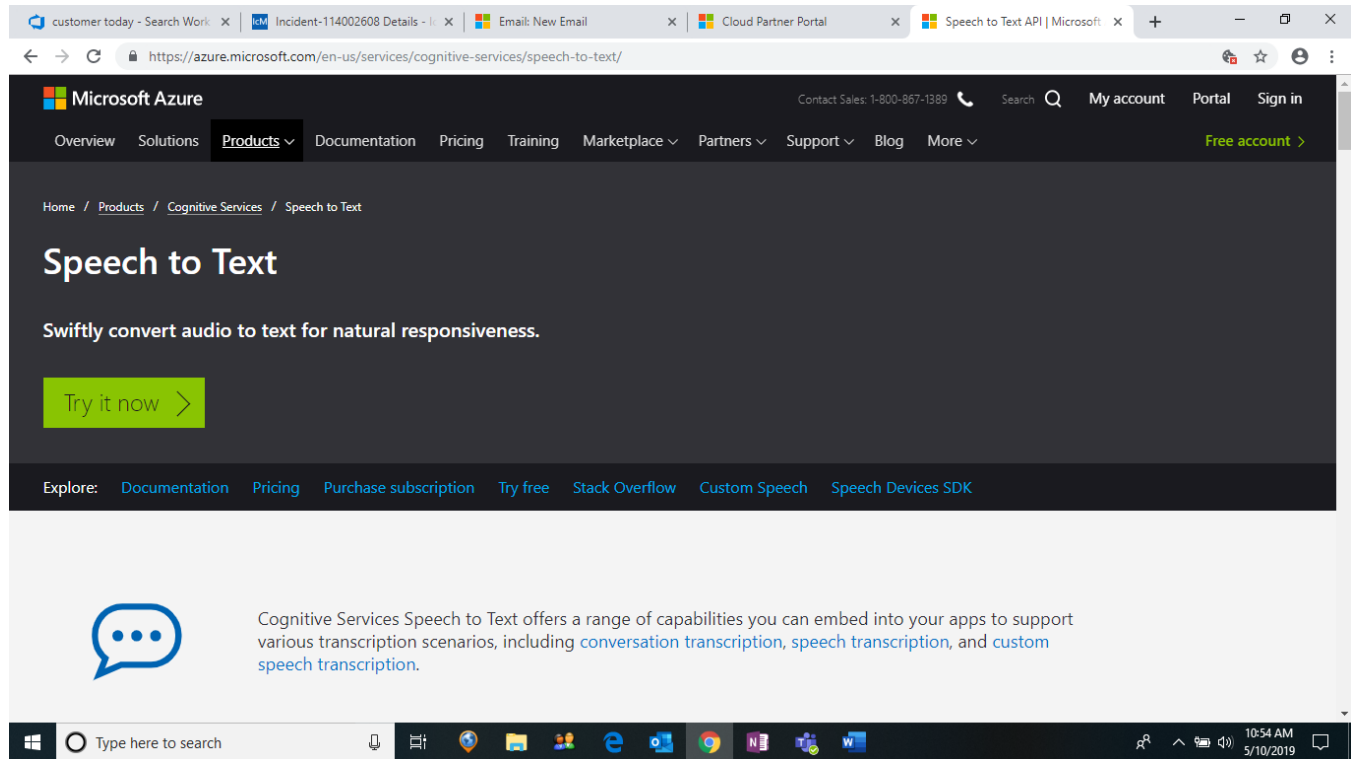
Display Name ↑	Name	Type	State	
Application Ribbons		Client Extensions		
msdyn_/Images/Microphone_16x16.png	msdyn_/Images/Microphone_16x16.png	Web Resource	Unmanaged	Ti
msdyn_/Images/Microphone_32x32.png	msdyn_/Images/Microphone_32x32.png	Web Resource	Unmanaged	Ti
msdyn_/Images/Microphone_Filled_16x16.png	msdyn_/Images/Microphone_Filled_16x16.png	Web Resource	Unmanaged	Ti
msdyn_/Images/Microphone_Filled_32x32.png	msdyn_/Images/Microphone_Filled_32x32.png	Web Resource	Unmanaged	Ti
msdyn_/Scripts/Shell.js	msdyn_/Scripts/Shell.js	Web Resource	Unmanaged	Ti
Speech To Text Entity Configuration	msdyn_speechtotextentityconfiguration	Entity	Unmanaged	Ti
Speech To Text Global Configuration	msdyn_speechtotextglobalconfiguration	Entity	Unmanaged	Ti

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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/>



The screenshot shows a web browser window displaying the Microsoft Azure website. The browser's address bar shows the URL <https://azure.microsoft.com/en-us/services/cognitive-services/speech-to-text/>. The page header includes the Microsoft Azure logo, contact information (1-800-867-1389), a search bar, and navigation links for 'My account', 'Portal', and 'Sign in'. A main navigation menu lists 'Overview', 'Solutions', 'Products', 'Documentation', 'Pricing', 'Training', 'Marketplace', 'Partners', 'Support', 'Blog', and 'More'. The 'Products' menu is expanded, showing a breadcrumb trail: 'Home / Products / Cognitive Services / Speech to Text'. The main heading is 'Speech to Text', followed by the tagline 'Swiftly convert audio to text for natural responsiveness.' A prominent green button labeled 'Try it now >' is visible. Below this, an 'Explore:' section lists links for 'Documentation', 'Pricing', 'Purchase subscription', 'Try free', 'Stack Overflow', 'Custom Speech', and 'Speech Devices SDK'. A descriptive paragraph states: 'Cognitive Services Speech to Text offers a range of capabilities you can embed into your apps to support various transcription scenarios, including [conversation transcription](#), [speech transcription](#), and [custom speech transcription](#).' The Windows taskbar at the bottom shows the search bar, task view, and several application icons, with the system tray displaying the time as 10:54 AM on 5/10/2019.

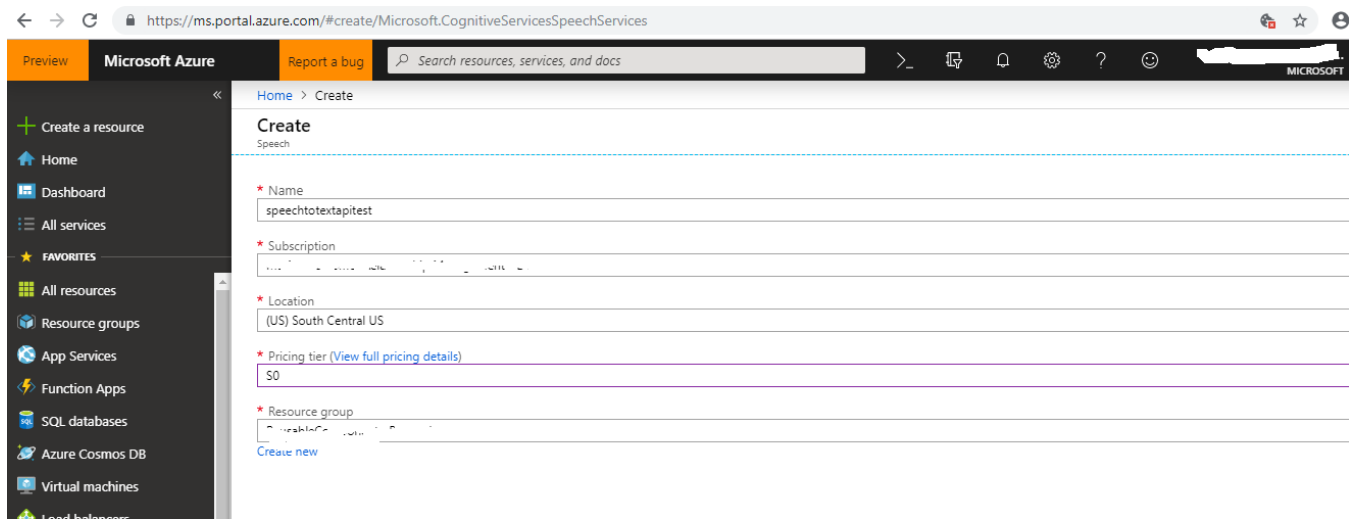
Click on Try it Now and Login into your Azure Subscription (by selecting Existing Azure account)



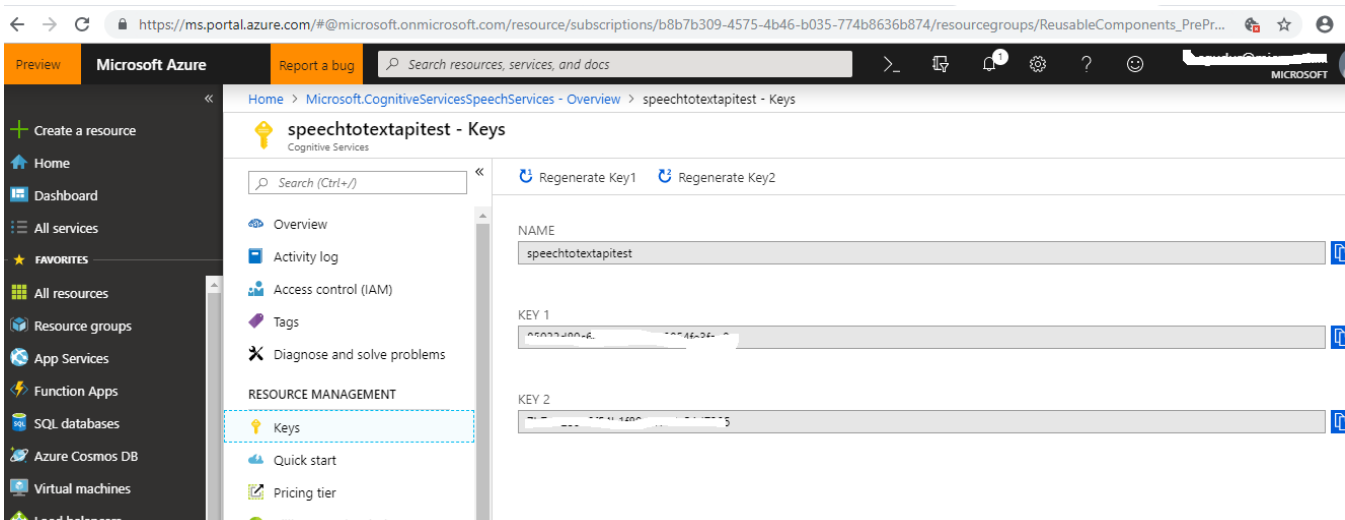
Try Cognitive Services for free

Guest	Free Azure account	Existing Azure account
7-day trial Evaluate Cognitive Services for free	\$0/month Try with an Azure free account	Already have an Azure account?
Get started	Sign up	Sign in
<ul style="list-style-type: none">No credit card requiredNo data saved after trial	<ul style="list-style-type: none">Get \$200 in credits on AzureFree access that never expiresData and customizations saved	<ul style="list-style-type: none">Full SLA reportEnterprise grade performanceFull Azure product integrationScale up seamlessly as needed

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.

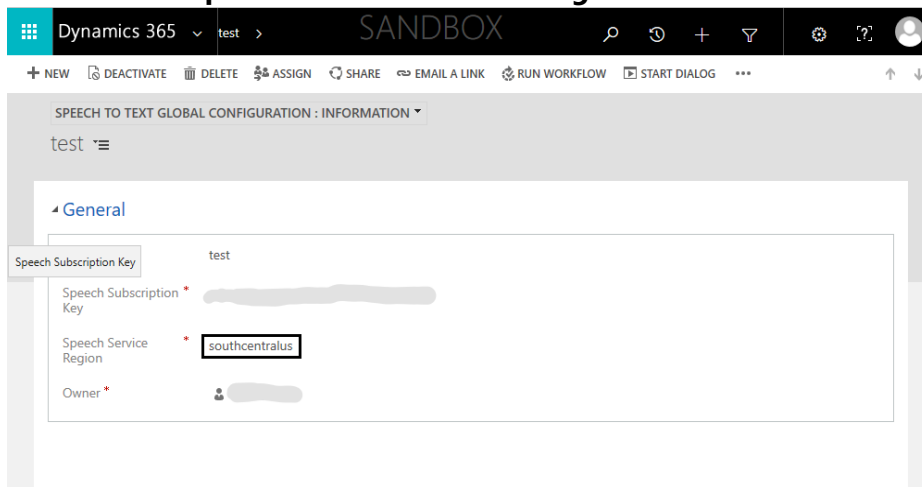
Configuring Entities

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**.

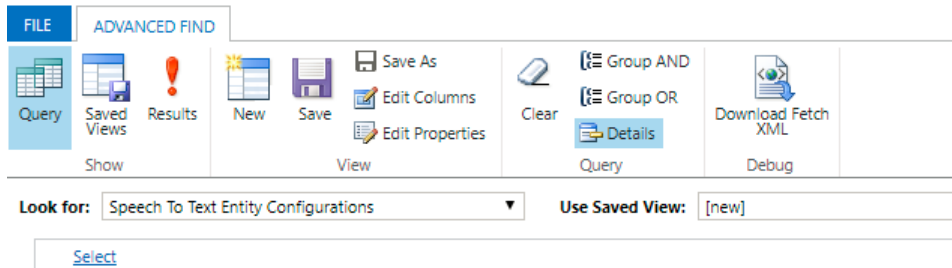


3. Provide **Name** and **Speech Subscription Key** (copied when generating Cognitive service).

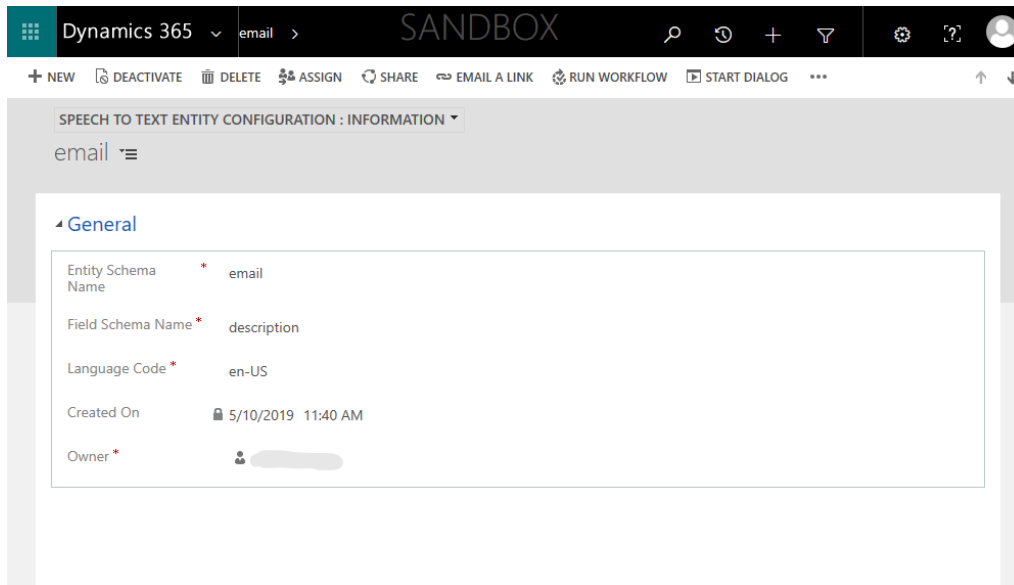
- User needs to input which region their speech service is deployed in. They will find the regions here - <https://docs.microsoft.com/en-us/azure/cognitive-services/speech-service/rest-speech-to-text#regions-and-endpoints>
They must include region correctly as it comes in the url. For example, if their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

Speech To Text Entity Configurations

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



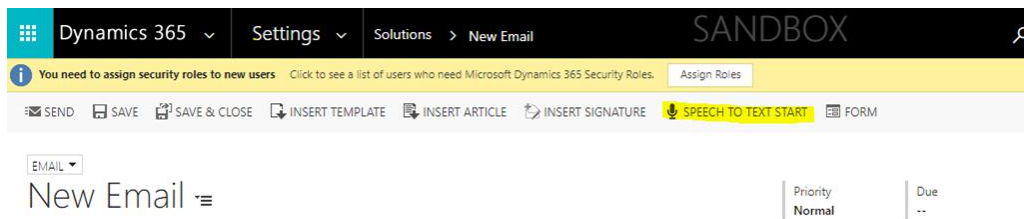
- Click on Results and create new **Speech To Text Entity Configuration** and enter the details as shown below.



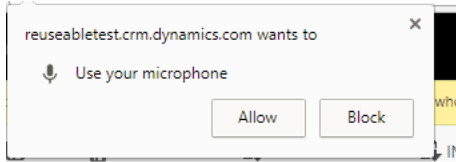
NOTE: Speech To Text can be applied to additional entities through their respective configurations.

Functionality

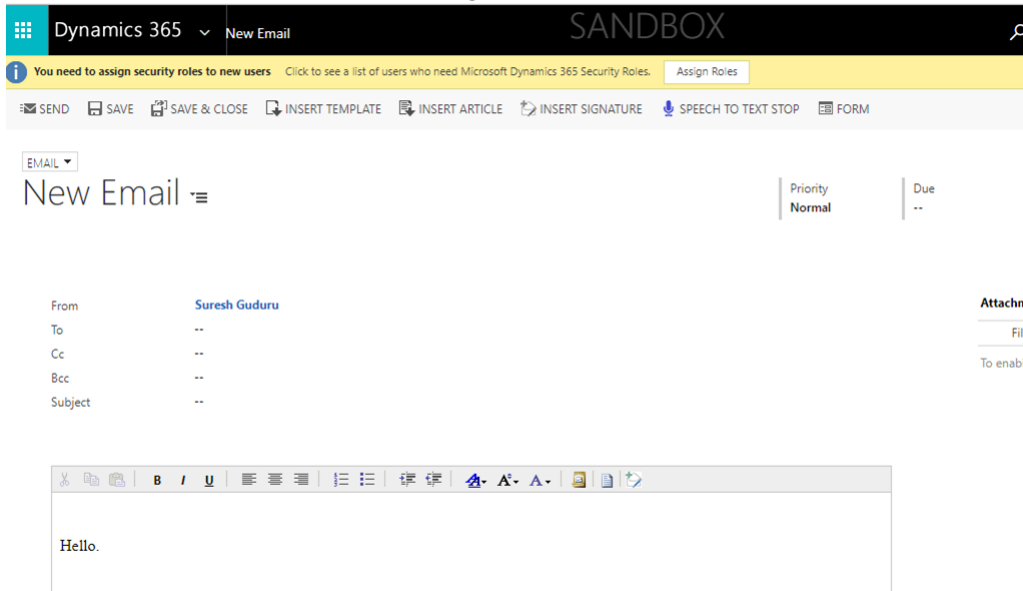
- Create a new email. The **SPEECH TO TEXT START** button should be visible.



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.



End of Document