Configurar o SpeechView para Unity Connection com o Microsoft Office 365

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Introduction

Este documento descreve a configuração do Cisco Unity Connection Release 12.5(1) Service Update 3 e posterior com o Microsoft Office 365 para habilitar a transcrição do correio de voz do SpeechView em uma notificação do Cisco Unity Connection. Embora as capturas de tela sejam originadas de versões específicas do Unity Connection e do Microsoft Office 365, os conceitos devem se aplicar a qualquer versão anterior ou posterior de qualquer produto.

Prerequisites

Requirements

Não existem requisitos específicos para este documento.

Componentes Utilizados

As informações neste documento são baseadas nestas versões de software e hardware:

- Unity Connection versão 12.5SU3 e posterior
- Microsoft Office 365

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Operação do SpeechView

1. O Unity Connection envia a mensagem de correio de voz para Nuance via Smart Host. Essa

mensagem inclui o endereço SMTP de retorno definido pelo administrador que Nuance usa para a resposta.

- 2. Nuance transcreve a mensagem e envia a transcrição para o Microsoft Office 365.
- 3. O Microsoft Office 365 recebe a mensagem de resposta e a encaminha através do Host Inteligente para entrar em contato com o endereço de email do stt-service@<unity connection domain>.O Unity Connection espera que todas as transcrições do SpeechView sejam enviadas ao alias "stt-service" no domínio SMTP do Cisco Unity Connection, que, neste exemplo, é "stt-service@<unity connection domain>."
- 4. Quando o Unity Connection recebe a resposta, ele a processa de acordo. Se for uma resposta a uma solicitação de registro, ela conclui o registro ou, se for uma transcrição, ela pega a transcrição e a envia para qualquer dispositivo de notificação definido para o usuário que recebeu o correio de voz.

Diagrama de implantação



Configurar

Etapa 1. Configuração do Unity Connection

Para a configuração do Unity Connection, consulte <u>https://www.cisco.com/c/en/us/support/docs/voice-unified-communications/speechview/116126-config-speechview-00.html#anc7.</u>

Etapa 2. Configuração do Microsoft Office 365

1. Faça login no Microsoft Office 365 como usuário administrador. Clique em Todos os centros administrativos.

- 2. Abra o Centro de Administração do Exchange e clique no fluxo de correio.
- 3. Navegue até a guia **Connectors** e configure o novo Connector to Unity Connection.

3.1. Clique em + para adicionar um conector conforme mostrado na imagem.

+ 🖍 🖮 🕯	G		
STATUS 🔺	NAME	FROM	то
On	STTConnector	Office 365	Partner organization
On	SMTP Relay	Your organization's email server	Office 365
On	Connector	Office 365	Partner organization
On	CUC Send Connector	Office 365	Your organization's email server

3.2. Insira os detalhes da conexão do conector.

🍅 New Connector — Mozilla Firefox		-	[×
	₽		⊚	습	_ ₽
 https://outlook.office365.com/ecp/Connectors/ConnectorSelection.aspx?Ad Select your mail flow scenario Specify your mail flow scenario, and we'll let you know if you need to set up a connector. Learn more From: Office 365 To: Partner organization Creating a connector is optional for this mail flow scenario. Create a connector only if you want to enhance security for the email messages sent between Office 365 and your partner organization or service provider. You can create multiple connectors for this scenario, each applying to different partner organizations or service providers. Learn more about enhancing email security 	Office email Your email mana an or Partm partm organ busin bank. cloud provi service archin and s Inten email	e 365: 1 I subscr organi I server ge. It's premi er organi ter organi er can nization der that der that ces such ving, an ico on. net: Foo I, this re	Your chiption r. This that y often ises se anizat be an you ch h, such also b service t prov h as nti-spa	loud is an rou called river. ion: A do h as a e e ides im, und o	▲
	email the Ir 365 (serve organ outbo	that's internet not to y r or pa nization ound er	sent fr to Off your e rtner h). For mail, it	o rom fice mail t refers	*
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🎃 New Connector — Mozilla Firefox	-		×
🛛 🔒 https://outlook.office365.com/ecp/Connectors/OutboundConnector.aspx?(🗉			☆ 🗳
New connector			
This connector enforces routing and security restrictions for email messages sent from Office 365 to your partner organization or service provider.			
*Name:			
Unity Connection Connector			
Description:			
What do you want to do after connector is saved?			
Next		Cancel	

3.4. O conector será usado junto com a regra de transporte. Selecione a primeira opção como mostrado aqui.

单 New Connector — Mozilla Firefox	-		×
🛛 🔒 https://outlook.office365.com/ecp/Connectors/OutboundConnector.aspx?(🖻		⊠ ☆	_ €
New connector			
When do you want to use this connector?	t this op created a	otion only i a rule that	f
Only when I have a transport rule set up that redirects messages to this connector	ects ema connecto	ail message or.	es to
Only when email messages are sent to these domains	more		
+/-			
Back Next	C	ancel	

3.5. Clique em **Next (Avançar)** e selecione o **Routing Pattern (Padrão de roteamento)**. Como o Host Inteligente é usado para se comunicar com o servidor Microsoft Office 365 para o Unity Connection, selecione a segunda opção **Rotear e-mail através desses hosts inteligentes**. Adicione os detalhes do Host Inteligente com o uso da opção **+**.

6	lew Connector — Mozilla Firefox		-		×
0	A https://outlook.office365.com/ecp/Connectors/C)utboundConnector.aspx?(🗉	•••	⊠ ☆	_ €
N	ew connector				
How	v do you want to route email messages?				
Spe host (FQI	tify one or more smart hosts to which Office 365 will deliver en- is an alternative server and can be identified by using a fully on N) or an IP address. Learn more	mail messages. A smart qualified domain name			
0	Use the MX record associated with the partner's domain				
۲	Route email through these smart hosts				
+	/ -				
tra	nscription.cisco.com				
					_
		Back Next	C	ancel	

3.6. Insira as restrições de segurança necessárias.

🍪 New Connector — Mozilla Firefox — 🗆				×	
https://outlook.office365.com/ecp/Connectors/OutboundConnector.aspx?(1	•••	◙	☆	-
New connector					
low should Office 365 connect to your partner organization's email server?	'LS is a	secu	rity p	rotoco	
Always use Transport Layer Security (TLS) to secure the connection (recommended)	leliver ecurely	email y so n	mess	ypt an sages e exce	pt
Connect only if the recipient's email server certificate matches this criteria t	he sen	der a	nd re	cipien	t
O Any digital certificate, including self-signed certificates	an acc	ess o	r tam If vo	per w	th
Issued by a trusted certificate authority (CA)	his opt	tion, r	nessa	ages w	illi
And the subject name or subject alternative name (SAN) matches this domain name:	onnect	cted it tion is	f the ' sn't su	TLS	ful.
Example: contoso.com or *.contoso.com	_	_	_	_	_
Back Next		C	ance	1	

- 3.7. Confirme suas configurações e clique em Avançar.
- 3.8. Especifique o endereço de e-mail caso queira validar o endereço de e-mail.

😂 New Connector — Mozilla Firefox	-]	×
🛛 🔒 https://outlook.office365.com/ecp/Connectors/OutboundConnector.aspx?(🗉			습	- 0
New connector				
Validate this connector				
We'll validate this connector for you to make sure it works as expected, but first you'll need to provide one or more email addresses so we can send a test message.				
Specify an email address for your partner domain. You can add multiple addresses if your partner has more than one domain.				
+ / -				_
Speci or ad use to	fy the o dresses o valida	email a s you w ate this	ddress ant to	
conn	ector.			
Back Validate	(Cancel		

4. Navegue até a guia Regras. Criar uma regra.

Smart Host Rule	
Apply this rule if	
The recipient is	 oAuth2@ciscomessagingalpha.onmicrosoft.com
add condition	
Do the following	
Redirect the message to	 <u>stt-service@cuc105.ucdemolab.com</u>
nd	
Use the following connector	 Unity Connection Connector
add action	
roperties of this rule: ☐ Audit this rule with severity level: Not specified	
hoose a mode for this rule:	
hoose a mode for this rule: Enforce Test with Deliver Test	
hoose a mode for this rule: Enforce Test with Policy Tips Test without Policy Tips	
hoose a mode for this rule:	
hoose a mode for this rule: Enforce Test with Policy Tips Test without Policy Tips Activate this rule on the following date:	
hoose a mode for this rule: Fri 3/5/2021 hoose a mode for this rule: hoose a mode for this rule: hoose a mode for this rule: hoose a mode for this rule on the following date: hoose a mode for the following date: hoose a mode for the following date: hoose a mode for the following date: hoose a mode for the following date: hoose a mode for the foll	
Noose a mode for this rule: Enforce Test with Policy Tips Activate this rule on the following date: Fri 3/5/2021 Deactivate this rule on the following date:	

A regra descreve o cenário em que sempre que o correio chega na caixa de correio "oAuth2@ciscomessagingaplha.onmicrosoft.com", a mensagem será redirecionada para "sttservice@<unity connection domain>" com o uso de "Unity Connection Connector".

Verificar

No momento, não há procedimento de verificação disponível para esta configuração.

Troubleshoot

Atualmente, não existem informações disponíveis específicas sobre Troubleshooting para esta configuração.