



Start Using Esna Officelinx Office 365 Synchronization

The benefit of being able to have access to your voicemails from your Office 365 account may make you decide to no longer to use the phone set to manage your voicemails. Therefore, it is important to understand how synchronization works and how to recognize voicemails.

The Basics of Office 365 Synchronization

The way synchronization of your voicemails from Esna Officelinx to Office 365 works is much the same as between a regular email server and an email client. Thus, the Esna Officelinx server:

- Places (pushes or uploads) new voicemails in the form of an email in the Inbox of your Office 365 email account.
- Marks a voicemail as 'read' ('listened to') on the server if you opened the email in Office 365
- Deletes a voicemail (on the Esna Officelinx server) if the corresponding voicemail is no longer in the Office 365 email inbox ¹.
- Deletes a voicemail in your Office 365 Inbox if the corresponding voicemail is deleted from your voicemail box on the Officelinx server. For example, if you listen to a voicemail via your phone and delete it, the voicemail will also be deleted from your Office 365 Inbox.²

¹ NOTE: if you would move a voicemail from the Office 365 Inbox to another folder, the Esna Officelinx server will delete the voicemail from the voicemail box. This is an irreversible action

² NOTE: This is a recoverable action because as any email, the emails are moved to the Deleted Items folder. Unless you have emptied that folder, you can recover the voicemails from the Deleted Items folder. However, recovering a voicemail in Office365 will not undelete the voicemail in your voicemail box on the Esna Officelinx server.



Synchronization also means that the Esna Officelinx server:

- **Turns the message waiting light on your desk phone OFF** when you have opened all voicemail emails in Office 365.³
- **Turns the message waiting light on your desk phone ON** when you mark at least one of the voicemails in Office 365 as 'unread'

Lastly, synchronization is not instantaneous. It takes place at a 1-15 minutes interval. That also means that there is a same delay with the Message Waiting light being turned on or off.

Recognizing a voicemail in Office 365

The voicemails in your Inbox are all identifiable by the text "**Voice Message**" in the email Subject. There are a few variations in the exact SUBJECT text and "FROM" field (field) that depend on:

- **Transcription is enabled** – In that case the subject starts with the tag "[Transcribed]" (See section "[About Transcription](#)" for more information on transcription)

All Unread		FROM	SUBJECT	RECEIVED	SIZE
Date: Tuesday					
📎	WIRELESS CALLER	Voice Message	Tue 6/12/2018 8:26 PM	20 KB	
📎	WIRELESS CALLER	[Transcribed] Voice Message	Tue 6/12/2018 8:02 PM	21 KB	
📎	WIRELESS CALLER	[Transcribed] Voice Message	Tue 6/12/2018 8:00 PM	22 KB	

- **Internal versus External Caller** – When the caller is:
 - External - the original Caller ID (1) is shown in the FROM field
 - Internal and the calling extension is associated with an employee – the email display will show in the FROM field (2), or
 - Internal and the calling extension is NOT associated with an employee (general voicemail box) - the display name that is set in Esna Officelinx will show in the FROM field (3).

³ NOTE: Esna Officelinx is only able to detect that you opened the email, it cannot detect whether you have listened to the voicemail attachment.



All Unread

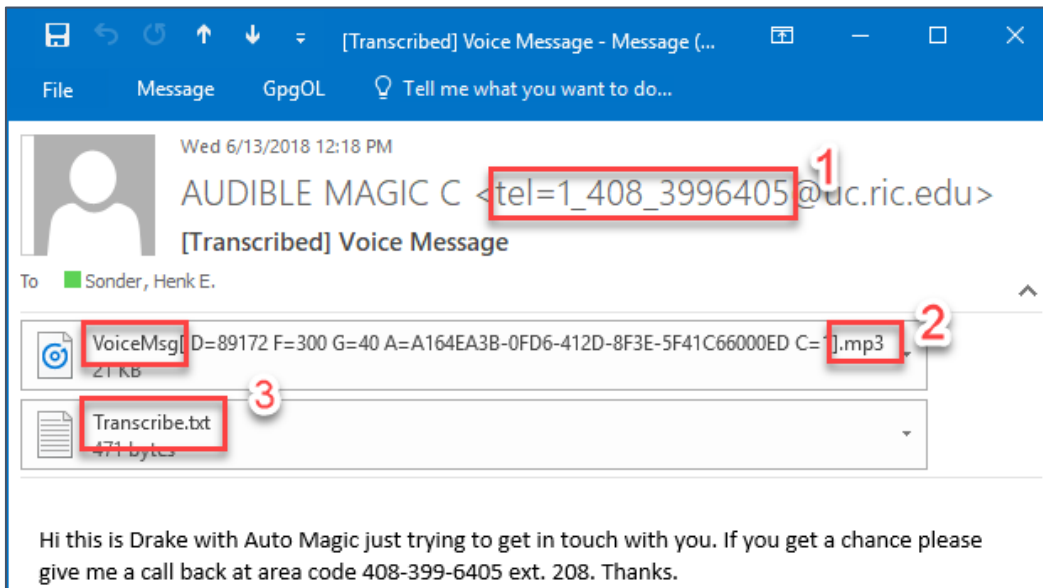
Subject ▲

	FROM	SUBJECT ▲	RECEIVED
▲ Subject: [Transcribed] Voice Message: 9 item(s), 2 unread			
	anonymous	[Transcribed] Voice Message	Thu 6/14/2018 10:37 AM
2	AUDIBLE MAGIC C	[Transcribed] Voice Message	Wed 6/13/2018 12:18 PM
	Tow, Phillip J.	[Transcribed] Voice Message	Tue 6/12/2018 8:31 PM
1	Tow, Phillip J.	[Transcribed] Voice Message	Tue 6/12/2018 8:31 PM
	DELL	[Transcribed] Voice Message	Tue 6/12/2018 12:43 PM
	TOLL FREE CALL	[Transcribed] Voice Message	Thu 6/7/2018 2:51 PM
	LINCOLN VIERHUS	[Transcribed] Voice Message	Wed 6/6/2018 3:23 PM
3	TOLL FREE CALL	[Transcribed] Voice Message	Wed 6/6/2018 1:52 PM
	Main Athletics Department	[Transcribed] Voice Message	Tue 5/22/2018 11:06 AM



When you open a voicemail in Office 365 you will see the following:

- When from an external caller, the sender will show as an artificial email address that starts with “**tel=**” followed by the telephone number of the caller **(1)**.⁴
- When from an internal caller and the extension from where the call was made is associated with an employee, the sender will show as the real email address of the employee **(4)**.⁵
- When from an internal caller and the extension from where the call was made is not associated with an employee, the extension number of the caller’s phone is shown **(5)**.⁶
- An attachment that starts with “**VoiceMsg**” and ends with “.mp3” **(2)**. This is the actual voicemail recording in an MP3 format. This format can be played back on all devices.
- When Transcription is enabled there is also a second attachment that is always called “**Transcribe.txt**” **(3)**. This is a text file with the same content as is shown in the body of the email.



⁴ NOTE: since this is not a real (existing) email address, you are unable to reply to the email. Obviously, you can forward the email

⁵ NOTE: since this is a real (existing) email address, you are able to reply to the email.

⁶ NOTE: There are internal extensions that we “blind” for privacy/security reasons. Those extensions will not be exposed to Esna Officelinx. In this case the FROM field will show the internal Caller ID and the senders email will show as “tel=anonymous@uc.ric.edu”



The screenshot shows an email client window titled "[Transcribed] Voice Message - Message...". The interface includes a menu bar with "File", "Message", "GpgOL", and a search bar "Tell me what you want to do...". The message header shows a timestamp of "Tue 6/12/2018 8:31 PM" and a red box around the name "Tow, Phillip J." with a red "4" notification badge. Below the header, the sender is listed as "Sonder, Henk E.". The message body contains two attachments: "VoiceMsg[ID=89160 F=300 G=40 A=D32CD41E-E99D-4FA7-B44E-A61E3CEEA5E6 C=1].mp3" (12 KB) and "Transcribe.txt" (405 bytes). The main text of the message reads: "Hi this is an example of a voicemail with transcription from the internal line. Thank you. Bye."

The screenshot shows an email client window titled "[Transcribed] Voice Message - Message...". The interface includes a menu bar with "File", "Message", "GpgOL", and a search bar "Tell me what you want to do...". The message header shows a timestamp of "Tue 5/22/2018 11:06 AM" and a red box around the email address "<8007@uc.ric.edu>" with a red "5" notification badge. Below the header, the sender is listed as "Sonder, Henk E.". The message body contains one attachment: "VoiceMsg[ID=88807 F=300 G=40 A=DF2FD68D-A40F-4112-A91D-F7AA60D1D4D0 C=1].mp3" (47 KB).



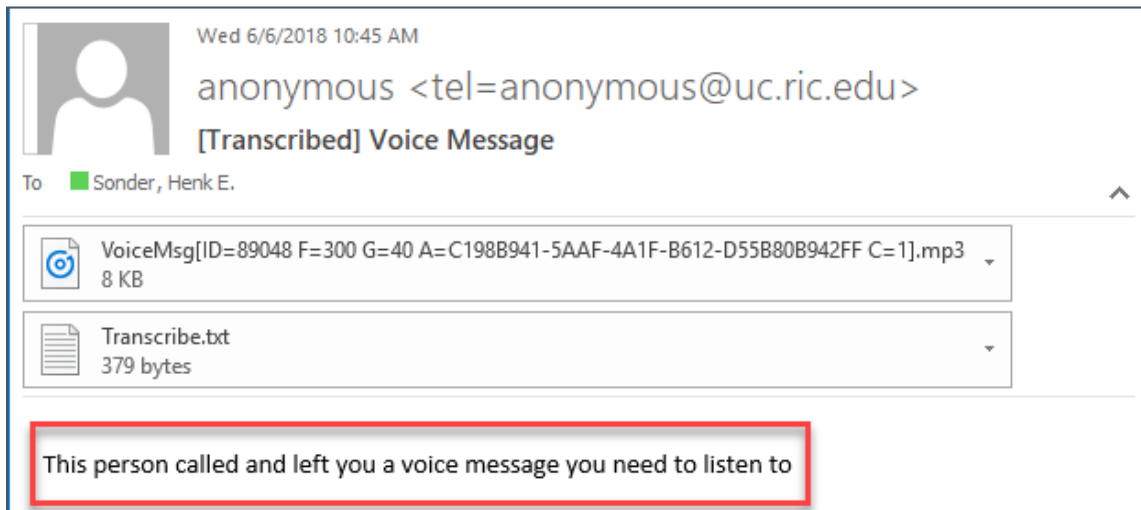
About Transcription

Transcription is an Advanced Feature for which you can opt in. It is independent from, and therefore not required, for Office 365 Synchronization.

After Esna Officelinx completes recording the voicemail, the file runs through a “Voice to Text” (VTT) recognition process that transcribes the audio to written words. The result is saved in a flat text file named “**Transcribe.txt**”. The quality is dependent on several factors:

- How well the caller articulates and speaks up
- The level of background noise (also called “Signal-to-Noise Ratio”)
- Whether the caller speaks with an accent
- Word recognition. There are different licensing levels that can recognize different areas of jargon. We use the base license.

This means that the quality of the transcription varies from very good to poor. The software does identify its own level of accuracy. When the accuracy is below an ‘acceptability’ threshold, the software will not provide a transcription but returns the statement as shown in this screenshot.



The transcription process uses two (2) important annotations:

- The question mark between parentheses “(?)” – this indicates that the transcription software identifies a word with a very low accuracy. This annotation is behind the word in question.



- The ellipsis between brackets “[...]” – this indicates that the transcription software identifies a word that is on the ‘prohibited words’ list. This annotation is replacing the word in question.