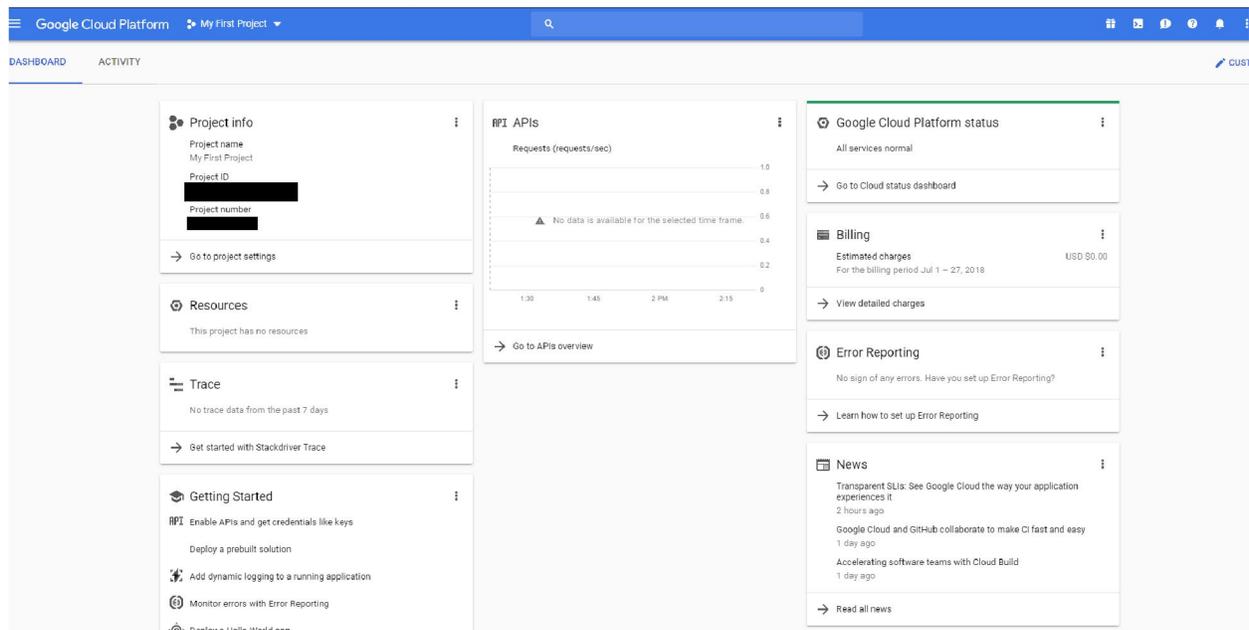


# How to set up QuBe with Voicemail Transcription

In order to use the voice transcription capability, we'll need to leverage Google's API. In order to do that, we'll need to create a new account.

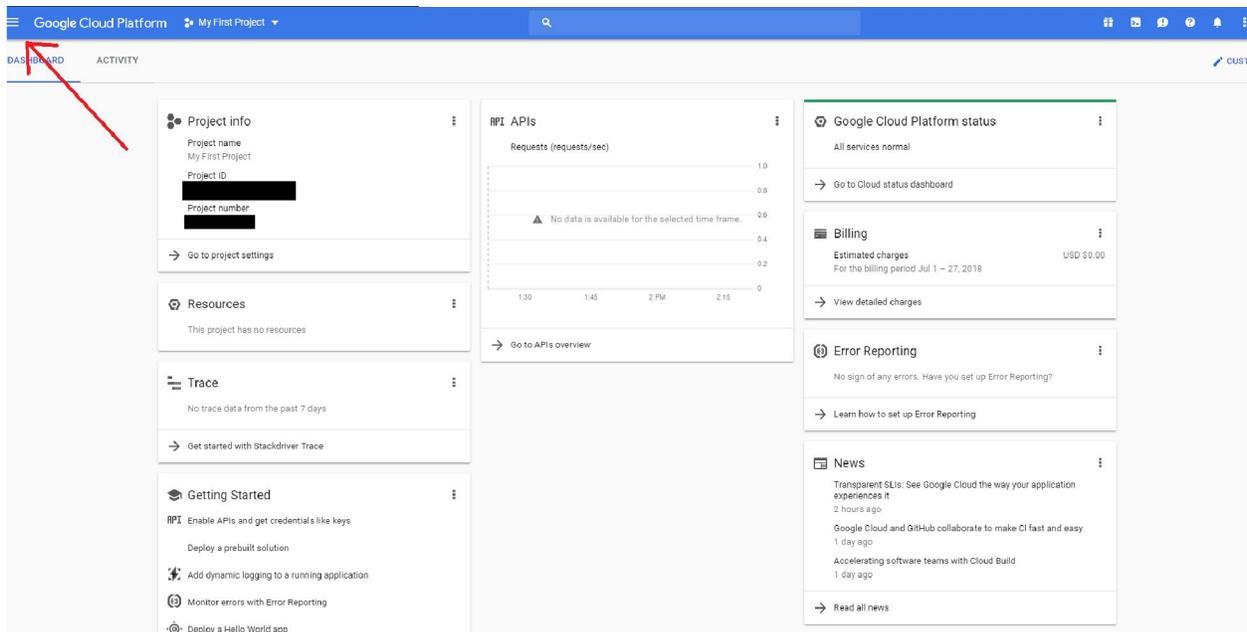
- Go to <https://console.cloud.google.com>
- Log in or create a new account
- Create a new project - name it whatever you'd like.

From there, you should be looking at the dashboard, more than likely.



You will not see some of the things that are listed here if you just created a new account, don't worry.

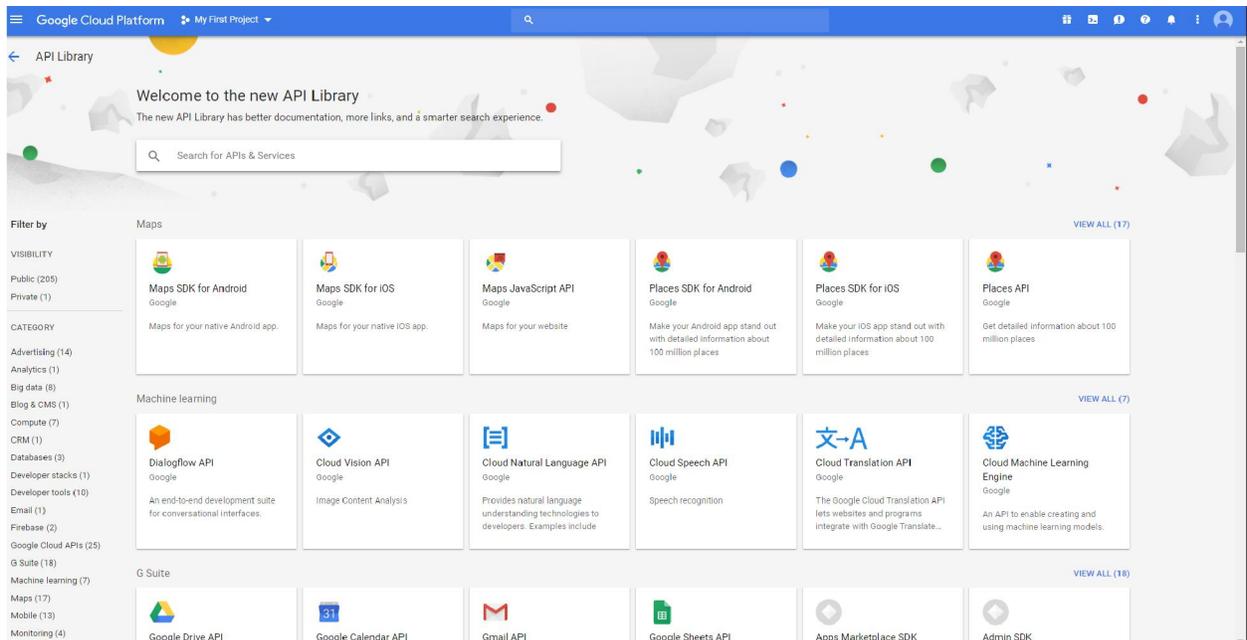
- Just click the three small horizontal bars in the upper left to bring up the menu.



First, we'll need to activate our new API service.

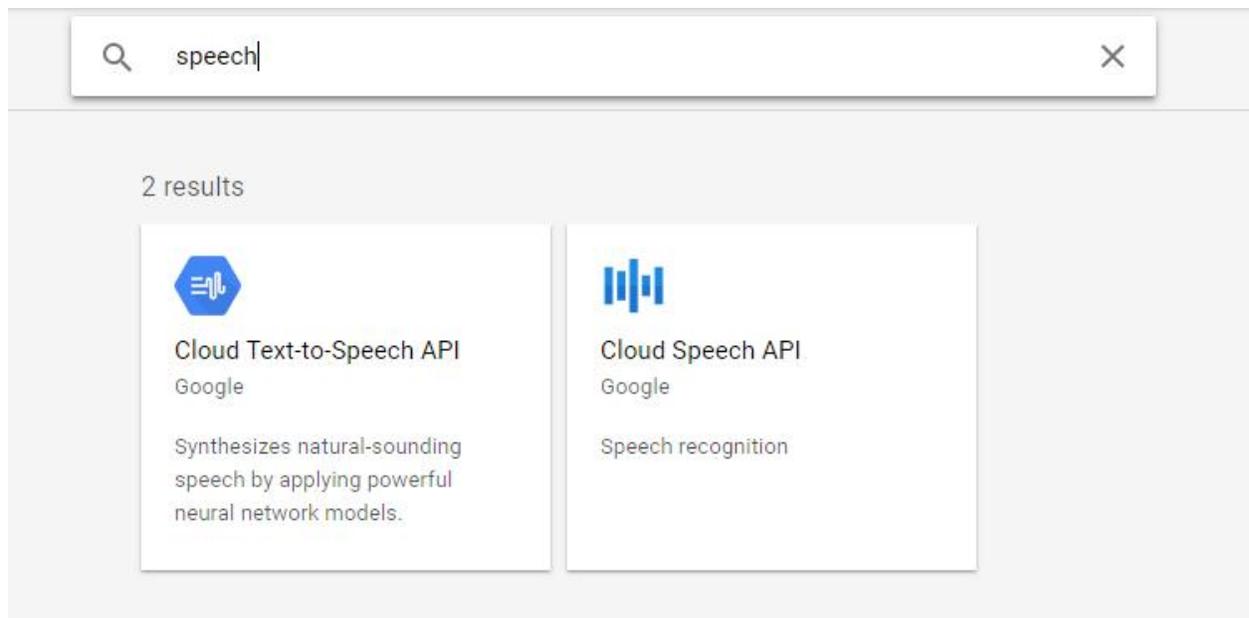
- In this new menu, go to **API->Library**

You should see a list of things like below:



- Do a search for "speech"

You should see a couple of results - "Cloud Text-to-Speech API" and "Cloud Speech API"



We want Cloud Speech API, as the other one is (obviously) in the wrong direction as far as what we're trying to accomplish.

- Click Cloud Speech API

Next you should be looking at the API information page

Google Cloud Platform My First Project

API Library

## Cloud Speech API

Google

Speech recognition

[MANAGE](#) [TRY THIS API](#) API enabled

**Type**  
APIs & services

**Last updated**  
7/2/18, 2:35 PM

**Category**  
Machine learning

**Service name**  
speech.googleapis.com

**Overview**  
Converts audio to text by applying powerful neural network models.

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By using this product you agree to the terms and conditions of the following license(s): [Google Cloud Platform](#)

Instead of a "Manage" button in blue you'll have one that says "Enable"

- Enable the Cloud Speech API by clicking that button

What this does is tell Google that we'd like to be using this service, but we need to do a couple more things before it's fully enabled. We'll be brought to a new page.

- Click **Data Logging** just beneath the API name in the top middle
- Click "Enable Data Logging"

Google Cloud Platform My First Project

API APIs & Services Cloud Speech API DISABLE

Dashboard Library Credentials

Overview Quotas Data logging

Customers that enable data logging get access to improved speech recognition models (special pricing and terms may apply). Data logging allows Google to use the data you send to Google Cloud Speech API for improving Google's products. [Learn more](#) about data logging.

By enabling data logging below, I agree to the [terms and conditions](#) of the data logging agreement (which amends the agreement governing Customer's use of Google Cloud Platform services). I represent and warrant that I have authority to bind Customer to this data logging agreement.

Please note that this setting will affect all data sent to Google Cloud Speech API for this project from this point onwards and does not impact prior logged data.

**Status**  
Data logging is disabled for this project for Google Cloud Speech API

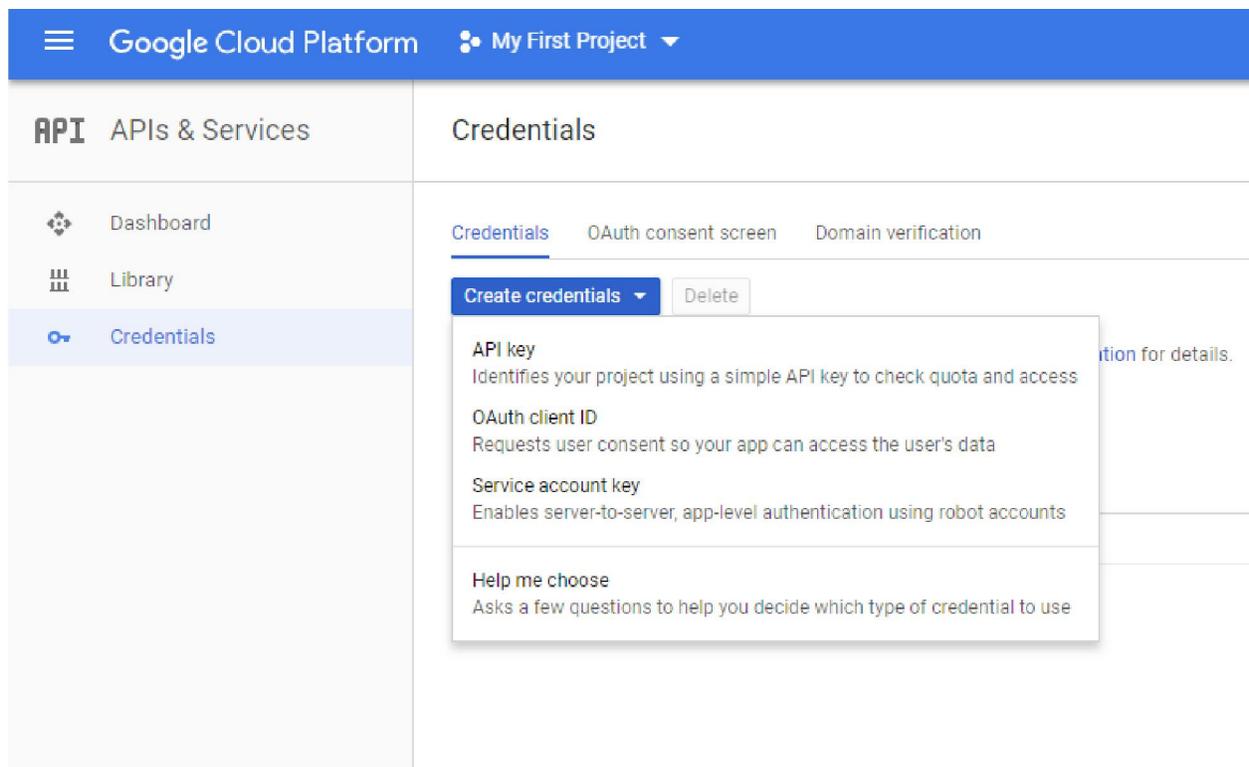
[Enable data logging](#)

(Enabling Data Logging in our experience is necessary for the API to communicate with the QuBe).

Now, let's set up an API key to put into the QuBe when we're ready.

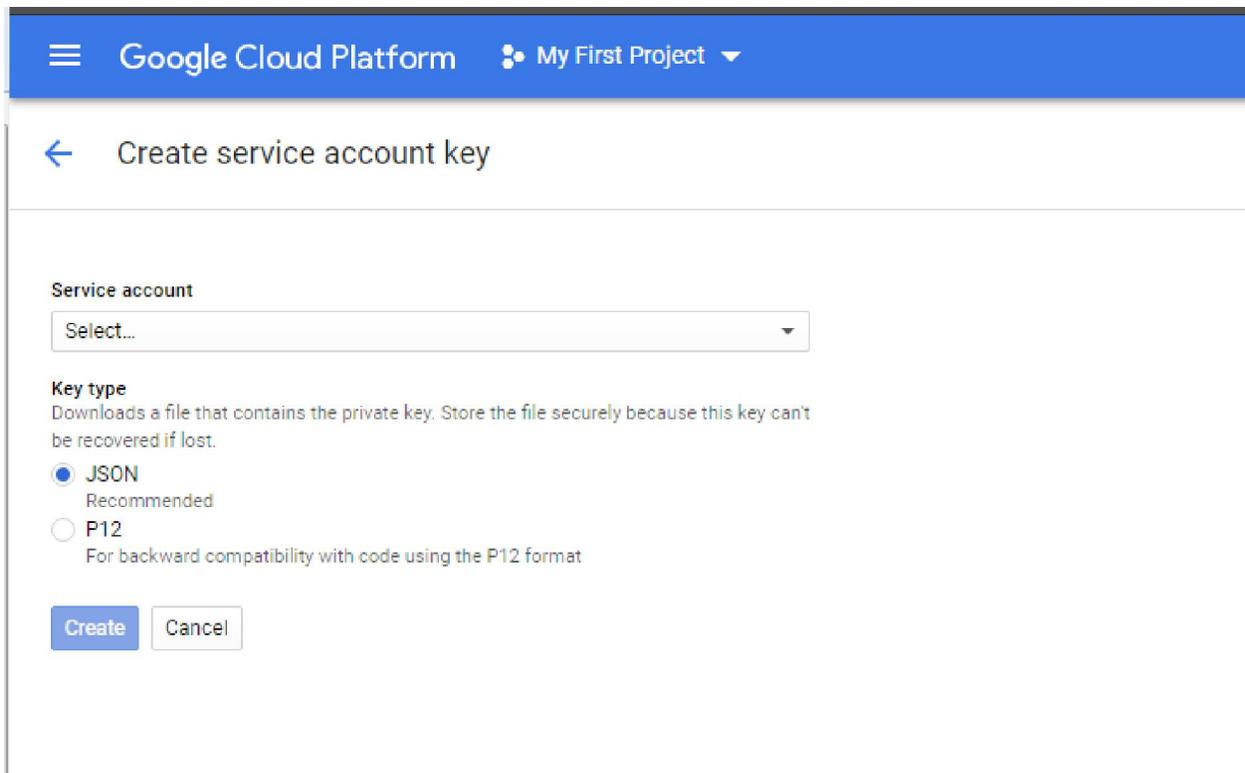
- Go back to the side menu (three bars in the corner)
- Go to **API->Credentials**

We'll need to create a key to upload to the QuBe, so when we have it process voicemails it can call upon Google to get the voice transcription.



- Click on "Create Credentials"
- Click on "Service Account Key"

Service Account Key will allow the QuBe and Google to communicate autonomously so that voicemail transcription is always automatic.

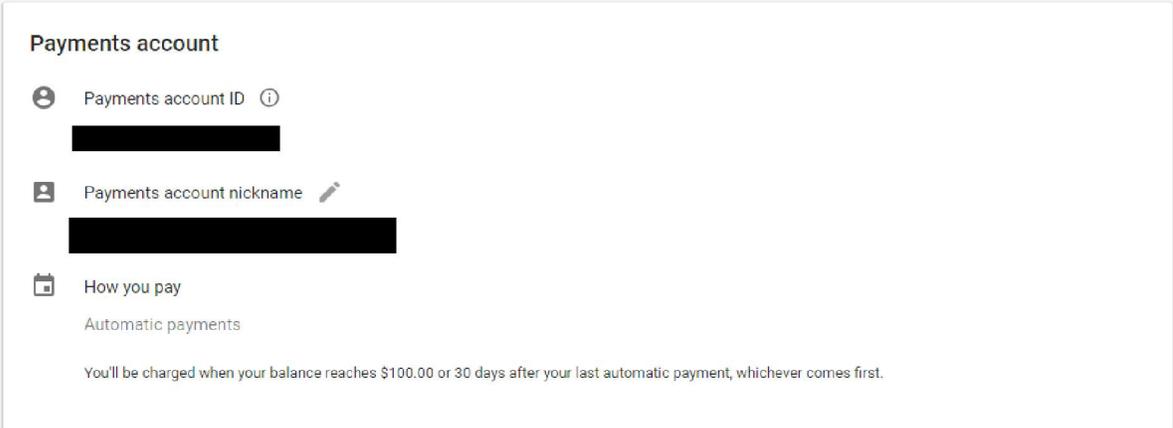


- Select a Service Account, keep JSON selected

It's entirely probable if this is a new Google account that you will not yet have a service account either. If that's not the case, and you do have a service account, skip the next picture.



- On the left side (but not the side menu we've been using) select "Payment Settings"
- Ensure under your "Payments account" section that the "How you pay" field is set to "Automatic"



**Payments account**

Payments account ID ⓘ  
[REDACTED]

Payments account nickname ✎  
[REDACTED]

How you pay  
Automatic payments

You'll be charged when your balance reaches \$100.00 or 30 days after your last automatic payment, whichever comes first.

Now that this has all been set up, we're done on the Google side. Let's go to the QuBe.

- In the QuBe, go to **Config->Voicemail Settings**
- Select "Speech Recognition"



- In this new screen, select "Choose File" and then upload the JSON file you got from Google
- Click "Save"
- Make sure Speech Recognition is enabled!

✔ Speech Recognition Service is enabled.

To change authentication data, please upload Recognition Service Authorization File. [More details.](#)

GCP API Service Authorization File

Save

Choose File No file chosen

GCP API Service Account Authorization.

[https://cloud.google.com/docs/authentication/getting-started.](https://cloud.google.com/docs/authentication/getting-started)

Disable Speech Recognition Service. All settings will be deleted.

Disable Service

From here, it's just making sure that you've set up an extension to email you a voicemail notification. Between Google and the QuBe, it takes about 3-5 minutes on average for you to receive a voicemail notification to your email inbox after you receive a voicemail, so keep that in mind when testing and using the system. If the Speech Recognition isn't working (either because of Google API or misconfiguration in QuBe), you will not receive any emails for voicemails at all, so keep that in mind!

Finally, be sure to check on your account balance with Google on a regular basis, to keep track of the amount spent! Google's Cloud Speech API is a paid service, so knowing exactly how much it's costing you is a good thing to track.