

CMG Speech Attendant Quick User Guide

JANUARY 2019

VIRTUAL RECEPTION



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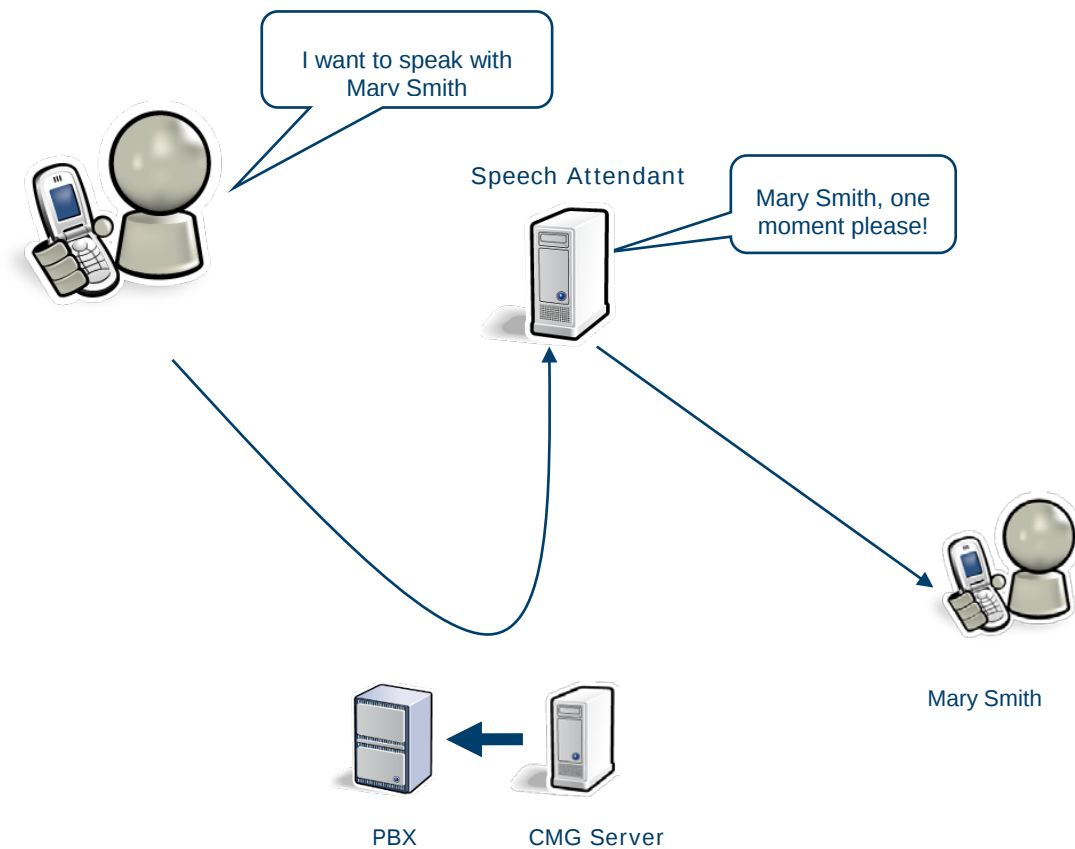
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January 2019

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1 QUICK GUIDE – TIPS AND TRICKS



- All dialogue examples in this quick guide illustrate a known caller scenario. If you are calling from an unknown number the prompts played back from Speech Attendant are more informative and thus slightly longer.
- Always use full name (first- and last name) when searching for a person. You may also use nicknames as long as they are known to the system. Some common nicknames are automatically generated; others have to be added manually by the system administrator.
- You may correct an erroneous interpretation by saying “no” or by immediately repeating what you actually said.
- If Speech Attendant fails to interpret what you are saying within a few attempts, the name or department is probably missing from the grammar. Contact the system administrator.
- You may barge in at any time except during the first welcome phrase.
- Speech Attendant can interpret various modes of expression which means that you don’t need to know specific commands to interact with the system.
- Try to avoid very noisy environments if possible. Also try to avoid using speaker phones in noisy environments or environments with a lot of background speech. Loud background speech in particular is problematic for any speech recognition system.

2 FUNCTIONS

2.1 SEARCH FOR NAME

Speech Attendant: "Who would you like to speak with?"

You: "Mary Smith"

Speech Attendant: Mary Smith ... One moment please"

2.2 SEARCH FOR NAME IN DEPARTMENT

Speech Attendant: "Who would you like to speak with?"

You: "Mary Smith in development"

Speech Attendant: Mary Smith in development... One moment please"

2.3 SEARCH FOR NAME ON CELL PHONE

Speech Attendant: "Who would you like to speak with?"

You: "Mary Smith, cell phone"

Speech Attendant: Mary Smith, cell phone... One moment, please"

2.4 SEARCH FOR NAME IN DEPARTMENT ON CELL PHONE

Speech Attendant: "Who would you like to speak with?"

You: "Mary Smith, development, cell phone"

Speech Attendant: Mary Smith in development, cell phone... One moment, please"

2.5 SEARCH FOR DEPARTMENT OR FUNCTION

Speech Attendant: "Who would you like to speak with?"

You: "Support"

Speech Attendant: Support ... One moment, please"

2.6 OPERATOR TRANSFER

Speech Attendant: "Who would you like to speak with?"

You: "Operator"

Speech Attendant: Operator ... One moment, please"

2.7 NUMBER INFO OFFICE EXTENSION/CELL PHONE

Speech Attendant: "Who would you like to speak with?"

You: "What's the phone number/cell phone number for Mary Smith?"

Speech Attendant: The telephone number/cell phone number for Mary Smith ...
<number>

2.8 NAME INFO OFFICE EXTENSION:

Speech Attendant: "Who would you like to speak with?"

You: "Who has the extension 1234?"

Speech Attendant: "Extension 1234..."

Speech Attendant: "The extension 1234 belongs to Mary Smith. Do you want to call?"



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