

CMG Speech Attendant User Guide

JANUARY 2019

VIRTUAL RECEPTION



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CMG Speech Attendant User Guide
January 2019

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1 INTRODUCTION

CMG Speech Attendant is a voice controlled attendant service which complements the operator group with call transfers and number information for extensions and cell phone in the company's directory.

This guide helps users to understand how to use CMG Speech Attendant.

The main functions of CMG Speech Attendant are:

- Name dialing
- Department dialing
- Number information

CMG Speech Attendant supports several languages and it is possible to switch language during the call by saying the name of the language.



Note! Both American English (US English) and British English (UK English) are supported. The examples in this user guide are in US English. If using CMG Speech Attendant for UK English, some words can differ from the examples in this user guide.

The system behaves in slightly different ways depending on whether the caller is known or unknown, for example, whether CMG Speech Attendant can find the calling number in its directory or not. If the caller is not found in the directory (unknown caller) the dialog prompts that are played back to the caller will be more informative, and thus longer. If the caller is found in the directory (known caller) the dialog prompts are more condensed resulting in a more stringent and rapid dialog flow. The examples in this document illustrate the unknown caller scenario.

2 TIPS AND TRICKS

The CMG Speech Attendant service uses speech recognition for interacting with the user. You command the service by telling what do you want to do, and the application will attempt to understand and act upon the instructions you have given.

Here are some general tips for ways in which you can ensure that your interaction with the service is as smooth as possible:

- **Speak naturally** The speech recognition software is designed to handle natural speech, which means it will work best if you speak as you normally do when speaking to another person, rather than to a machine. You don't need to speak slowly, loudly or articulate precisely - just speak naturally.
- **You don't need to wait** When CMG Speech Attendant is saying something you can interrupt at any time. You don't need to wait for the application to stop speaking. The only exception to this is during playback of the first welcome prompt. During welcome prompting the system measures background noise and during this process barge-in is not allowed.
- **Noisy environments and speaker phones:** The application can have problems with interpreting what you say if you are calling from a noisy environment or if you are on a speaker phone with a lot of background noise. If the application has difficulties understanding what you say, try to minimize background noise or use the receiver when possible.

3 FUNCTIONS

3.1 NAME DIALER

3.1.1 SIMPLE CALL TRANSFER

Call CMG Speech Attendant and say the name of the person you would like to be transferred to. CMG Speech Attendant will repeat its interpretation of what you said, enabling you to correct any misinterpretations. You will then be transferred to the person's extension if no correction is made. For example:

Speech Attendant: "Say the name of the person you want to speak with, or say 'operator' "

You: "Mary Smith"

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

If CMG Speech Attendant is unsure whether it has correctly recognized what you said, you will be asked to confirm its interpretation. For example:

Speech Attendant: "Say the name of the person you want to speak with, or say 'operator' "

You: "Mary Smith"

Speech Attendant: "Did you say Mary Smith?"

You: "Yes"

Speech Attendant: "One moment please"

If CMG Speech Attendant misinterpreted what you said, you can easily correct it:

Speech Attendant: "Say the name of the person you want to speak with, or say 'operator' "

You: "Mary Smith"

Speech Attendant: "Marty Smith ..."

You: "No"

Speech Attendant: "Please say the first and last name of the person you want to speak with, or say 'operator' "

You: "Mary Smith"

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

You can also correct misinterpretations by immediately repeating the name:

Speech Attendant: "Say the name of the person you want to speak with, or say 'operator' "

You: "Mary Smith"

Speech Attendant: "Marty Smith ..."

You: "(No) Mary Smith"

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

If CMG Speech Attendant is not able to help you after a number of attempts (normally three), you will be automatically transferred to an operator who will assist you.

3.1.2 SEVERAL PERSONS WITH THE SAME NAME

If there are several persons in the system with the same name, CMG Speech Attendant will try to distinguish between these persons by asking the caller to specify, in three steps:

1. Location
2. Department
3. Title and full name

If, for example, location support is not activated or there is only one possible location but more than one of the persons with the same name there, CMG Speech Attendant will move on to the next step.

In case there are still more than one possible hit when CMG Speech Attendant has reached the last step of disambiguation, CMG Speech Attendant is unable to assist you further. The call will then be transferred to an operator.

3.1.2.1 Location

Speech Attendant: "Say the name of the person you want to speak with, or say 'operator' "

You: "Carl Jones"

Speech Attendant: "There is more than one person with that name. Do you mean Carl Jones in Stockholm or London?"

You: "London"

Speech Attendant: "Carl Jones in London... One moment please"

If CMG Speech Attendant has misunderstood you, you can say "No" or "Abort" to return to the previous dialog state.

3.1.2.2 Department

If the location information is missing or the persons are in the same location, but they have different departments registered in the directory, CMG Speech Attendant can ask you to specify the department that the person you want to speak with belongs to.

Speech Attendant: "Say the name of the person you want to speak with, or say 'operator'"

You: "Carl Jones"

Speech Attendant: "Carl Jones... There is more than one person with that name. Do you mean Carl Jones in Development, Training or Human resources?"

You: "Human resources"

Speech Attendant: "Carl Jones in Human resources... One moment please"

You can also immediately specify which department the user you are looking for belongs to if you know that there are several people within the organization that share the same name. For example:

Speech Attendant: "Say the name of the person you want to speak with, or say 'operator' "

You: "Mary Smith in Development"

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

3.1.2.3 Title

If location or department information is missing, or if asking about location and department could not distinguish the persons, CMG Speech Attendant moves on using titles trying to distinguish between persons.

Speech Attendant: "Say the name of the person you want to speak with, or say 'operator'"

You: "Janet Smith"

Speech Attendant: "Janet Smith... there is more than one person with that name. Do you know in which department... Pediatrics... or... Allergy?"

You: "Pediatrics"

Speech Attendant: "Janet Smith in Pediatrics... there is more than one person with that name. Do you mean Nurse Janet Smith... or... Doctor Janet Smith?"

You: "Nurse"

Speech Attendant: "Nurse Janet Smith in Pediatrics... one moment please."

3.1.3 WHEN THE PERSON HAS A CURRENT CMG ACTIVITY

If the person you want to speak with has a current activity in CMG, Speech Attendant will not transfer you. Instead the system will present the current activity information and the expected time of return (availability).

Speech Attendant: "Say the name of the person you want to speak with, or say 'operator' "

You: "Carl Jones."

Speech Attendant: "Carl Jones... lunch until 12.30."

Typically an activity is associated with a certain menu, where the caller is offered further contact options, e.g. leaving a voicemail or being transferred to a colleague. This menu corresponds to the menu used in CMG IVR (with some exceptions). If you

want to choose a menu option, you just repeat the applicable alternative. For example:

Speech Attendant: "Say the name of the person you want to speak with, or say 'operator' "

You: "Carl Jones."

Speech Attendant: "Carl Jones... lunch until 12.30.Would you like to record a voicemail or transfer the call to an operator? "

You: "Voicemail."

Speech Attendant: "One moment please."

If you do not want to choose any of the presented options, say "No" to try with another person:

Speech Attendant: "Say the name of the person you want to speak with, or say 'operator' "

You: "Carl Jones."

Speech Attendant: "Carl Jones... lunch until 12.30.Would you like to record a voicemail or transfer the call to an operator? "

You: "No."

Speech Attendant: "Say the name of the person you want to speak with, or say 'operator' "

3.1.4 CALLING A USER'S CELL PHONE

Normally, CMG Speech Attendant transfers you to a user's office extension, but you may also be transferred to that user's cell phone, by explicitly stating that you want to reach a person "on the mobile" or "on the cell phone", or simply "mobile" or similar. For example:

Speech Attendant: "Say the name of the person you want to speak with, or say 'operator' "

You: "Mary Smith cell phone."

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

If the person has no cell phone, or if CMG Speech Attendant is configured not to allow calls to be transferred to that user's cell phone, CMG Speech Attendant will inform you of this and ask if you want to be transferred to someone else. For example:

Speech Attendant: "Say the name of the person you want to speak with, or say 'operator' "

You: "Peter Rapid cell phone"

Speech Attendant:"Peter Rapid cell phone... We have no information for that cell phone number. Would you like to try someone else instead?"

3.1.5 CALLING A DEPARTMENT

CMG Speech Attendant also gives you the opportunity to be transferred to a specific department or function within the organization, if that department has been configured with an extension and a name for CMG Speech Attendant to use. For example:

Speech Attendant: “Say the name of the person you want to speak with, or say ‘operator’ “

You: “Support”

Speech Attendant: “Support ... One moment, please”

3.1.6 CALLING AN OPERATOR

You can always ask to be transferred to an operator if you experience some problem being transferred to the person you are looking for. Also, if CMG Speech Attendant is unable to find who you’re looking for after a number of tries, it will automatically transfer you to the operator. For example:

Speech Attendant: “Say the name of the person you want to speak with, or say ‘operator’ ”

You: “Operator”

Speech Attendant: “Operator ... One moment, please”

3.2 NUMBER INFORMATION

You can ask CMG Speech Attendant for a person’s extension or cell phone number.

CMG Speech Attendant uses the same methods for refining your search as in the normal name dialing function, meaning that if there are several possible hits, you are asked to specify department or location.

To retrieve the extension or cell phone number for a user, you say “what is the phone number for <name>” or “what is the cell phone number for <name>”, or simply “phone number for <name>”. For example:

Speech Attendant: “Say the name of the person you want to speak with, or say ‘operator’ ”

You: “What’s the phone number for Mary Smith?”

Speech Attendant: “The phone number for Mary Smith ... <number>”
“Would you like me to repeat the number?”

Speech Attendant: “Say the name of the person you want to speak with, or say ‘operator’ ”

You: “Cell phone number for Mary Smith?”

Speech Attendant: “The cell phone number for Mary Smith ... <number>”
“Would you like me to repeat the number?”

Answer “no” to return to the main menu. Answer “yes” if you want CMG Speech Attendant to repeat the number. The system offers two repetitions of the number. After the second repetition CMG Speech Attendant will return to the main menu.

CMG Speech Attendant can handle variant expressions, such as “mobile number”, “extension” and so on.

3.2.1 SUPPRESSION OF NUMBER INFORMATION

It is possible to configure CMG Speech Attendant to not disclose the extension or cell phone number for a user. If a caller asks for a telephone number that has number information suppressed, CMG Speech Attendant will respond that no number information is available.

3.3 NAME INFORMATION

If you have the phone extension number, you can request the CMG Speech Attendant to know the owner of the extension. The CMG Speech Attendant can call the corresponding owner. For example:

Speech Attendant: “Say the name of the person you want to speak with or say ‘operator’”.

You: “Who has the extension number 1234?”

Speech Attendant: “Extension 1234..”

Speech Attendant: “Extension 1234 belongs to Mary Smith. Do you want to call?”

Answer “no” to return to the main menu. Answer “yes” if you want the CMG Speech Attendant to call the owner.

3.4 ACTIVITY MANAGER

Activity Manager is currently not supported in all languages. See the document Mitel CMG Compatibility Matrix for a specification of what is supported. This document can be found on the Mitel InfoChannel.

3.4.1 CALLING ACTIVITY MANAGER

CMG Speech Attendant Activity Manager is reached by calling the CMG Speech Attendant main number and switch dialog, or by calling a specific number. In both cases an orientation prompt is read followed by any current activities.

When calling CMG Speech Attendant main number, the following dialog is heard:

Speech Attendant: “Say the name of the person or department you want to speak with, or say ‘operator’”

You: “Activity Manager”

Speech Attendant: “Activity Manager. Say the activity you want to register”

Only CMG and CMG Speech users can use the activity registration. There is currently no login procedure. You must call Activity Manager from a known phone number. If calling from an unknown phone number, access to Activity Manager will be denied:

Speech Attendant: "Activity Manager. You are calling from an unknown number. I'm afraid you cannot use this service."

3.4.2 REGISTERING AN ACTIVITY IN CMG

All activities that can be registered in BluStar Web can also be set by calling CMG Speech Attendant. CMG Speech Attendant can only register activities that start directly after registering.

When registering an activity, state the name of the activity. CMG Speech Attendant will propose a time of return. If this time is okay, wait (or say "yes"), and CMG Speech Attendant will register the activity.

Speech Attendant: "Activity Manager. Say the activity you want to register"

You: "Lunch"

Speech Attendant: "Lunch until 12.30..... the activity is registered."

If wanting to specify a time of return, say it together with the activity:

Speech Attendant: "Activity Manager. Say the activity you want to register"

You: "Lunch until 14.00"

Speech Attendant: "Lunch until 14.00..... the activity is registered."

If the return time is not okay, or if it is not the time you specified, it is easy to correct it:

Speech Attendant: "Activity Manager. Say the activity you want to register"

You: "Lunch until 14.10"

Speech Attendant: "Lunch until 14.30..."

You: "no, 14.10"

Speech Attendant: "Lunch until 14.10..... the activity is registered."

If Speech Attendant misunderstands you, say "no", and it starts over:

Speech Attendant: "Activity Manager. Say the activity you want to register."

You: "Meeting until 14.15"

Speech Attendant: "Lunch until 15.45..."

You: "No!"

Speech Attendant: "Say which activity you want to register."

3.4.3 REMOVING ACTIVITIES IN CMG

CMG Speech Attendant can remove current activities.



Note! : Do not hang up until the “activity is removed” prompt has been played.

If you only have one activity, say “remove” when heard.

Speech Attendant: “Activity Manager. Your current activity is lunch until 14.10. How can I help you?”

You: “Remove”

Speech Attendant: “Removing lunch..... the activity is removed.”

If you have more than one activity, say the name of the activity you want to remove:

Speech Attendant: “Activity Manager. You have two current activities. How can I help you?”

You: “Remove lunch”

Speech Attendant: “Removing lunch..... the activity is removed.”

If you are not sure about which one you want to remove, say “remove” without specifying an activity. In this case, CMG Speech Attendant will read the activities and you can select one of them.

Speech Attendant: “Activity Manager. You have two current activities. How can I help you?”

You: “Remove”

Speech Attendant: “Which activity do you want to remove – lunch, meeting or all?”

You: “Lunch”

Speech Attendant: “Removing lunch.....the activity is removed.”

You can also remove all current activities at once.

Speech Attendant: “Activity Manager. You have two current activities. How can I help you?”

You: “Remove all activities.”

Speech Attendant: “Removing all current activities.....all current activities have been removed.”



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