

# VR CMG Speech Attendant Quick User Guide

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# Contents

|                   |   |          |
|-------------------|---|----------|
| <b>Chapter: 1</b> | <b>Quick guide – Tips and Tricks . . . . .</b>        | <b>1</b> |
| <b>Chapter: 2</b> | <b>FUNCTIONS . . . . .</b>                            | <b>2</b> |
|                   | SEARCH FOR NAME . . . . .                             | 2        |
|                   | SEARCH FOR NAME IN DEPARTMENT . . . . .               | 2        |
|                   | SEARCH FOR NAME ON CELL PHONE . . . . .               | 2        |
|                   | SEARCH FOR NAME IN DEPARTMENT ON CELL PHONE . . . . . | 2        |
|                   | SEARCH FOR DEPARTMENT OR FUNCTION . . . . .           | 2        |
|                   | OPERATOR TRANSFER . . . . .                           | 3        |
|                   | NUMBER INFO OFFICE EXTENSION/CELL PHONE . . . . .     | 3        |
|                   | NAME INFO OFFICE EXTENSION: . . . . .                 | 3        |

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# 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.

# FUNCTIONS

## SEARCH FOR NAME

|                  |                                     |
|------------------|-------------------------------------|
| Speech Attendant | "Who would you like to speak with?" |
| You              | "Mary Smith"                        |
| Speech Attendant | "Mary Smith ... One moment please"  |

## 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" |

## 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" |

## 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" |

## SEARCH FOR DEPARTMENT OR FUNCTION

|                  |                                     |
|------------------|-------------------------------------|
| Speech Attendant | "Who would you like to speak with?" |
|------------------|-------------------------------------|

|                         |                                  |
|-------------------------|----------------------------------|
| <b>You</b>              | “Support”                        |
| <b>Speech Attendant</b> | “Support ... One moment, please” |

## OPERATOR TRANSFER

|                         |                                     |
|-------------------------|-------------------------------------|
| <b>Speech Attendant</b> | “Who would you like to speak with?” |
| <b>You</b>              | “Operator”                          |
| <b>Speech Attendant</b> | “Operator ... One moment, please”   |

## NUMBER INFO OFFICE EXTENSION/CELL PHONE

|                         |  |
|-------------------------|--|
| <b>Speech Attendant</b> | “Who would you like to speak with?”                                |
| <b>You</b>              | “What’s the phone number/cell phone number for Mary Smith?”        |
| <b>Speech Attendant</b> | The telephone number/cell phone number for Mary Smith ... <number> |

## NAME INFO OFFICE EXTENSION:

|                          |  |
|--------------------------|--|
| <b>Speech Attendant:</b> | “Who would you like to speak with?”                              |
| <b>You:</b>              | “Who has the extension 1234?”                                    |
| <b>Speech Attendant:</b> | “Extension 1234...”  |
| <b>Speech Attendant:</b> | “The extension 1234 belongs to Mary Smith. Do you want to call?” |



