

VR CMG Speech Attendant Quick User Guide

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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?"
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You	"Support"
Speech Attendant	"Support ... One moment, please"

OPERATOR TRANSFER

Speech Attendant	"Who would you like to speak with?"
You	"Operator"
Speech Attendant	"Operator ... One moment, please"

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>

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?"

