



A MITEL  
PRODUCT  
GUIDE

# Mitel Virtual Reception

## CMG Speech Attendant Quick User Guide

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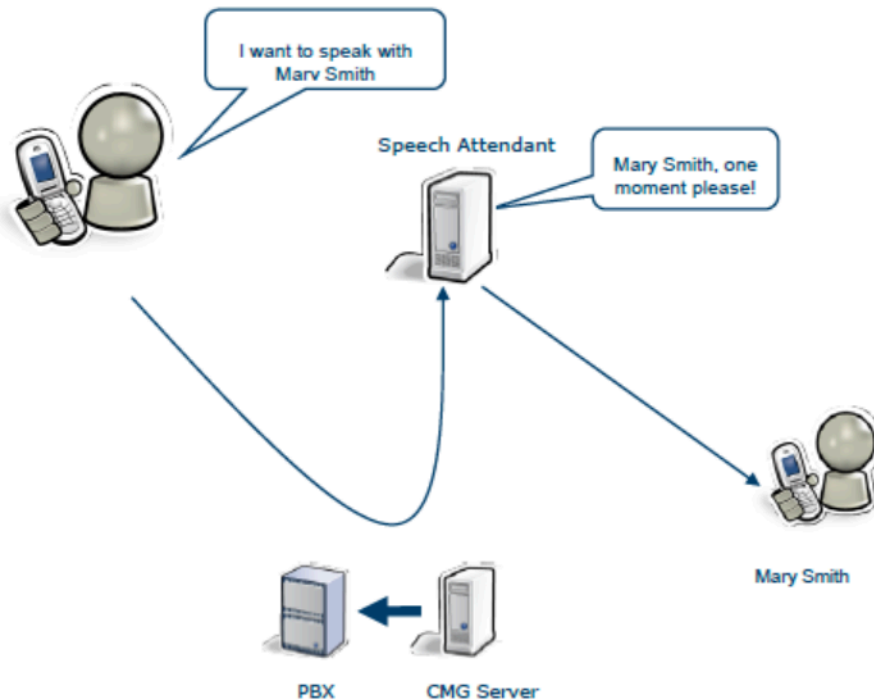
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# Quick guide – Tips and Tricks

1



- 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

# 2

This chapter contains the following sections:

- [SEARCH FOR NAME](#)
- [SEARCH FOR NAME IN DEPARTMENT](#)
- [SEARCH FOR NAME ON CELL PHONE](#)
- [SEARCH FOR NAME IN DEPARTMENT ON CELL PHONE](#)
- [SEARCH FOR DEPARTMENT OR FUNCTION](#)
- [OPERATOR TRANSFER](#)
- [NUMBER INFO OFFICE EXTENSION/CELL PHONE](#)
- [NAME INFO OFFICE EXTENSION:](#)

## 2.1 SEARCH FOR NAME

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

## 2.2 SEARCH FOR NAME IN DEPARTMENT

|                         |  |
|-------------------------|--|
| <b>Speech Attendant</b> | "Who would you like to speak with?"              |
| <b>You</b>              | "Mary Smith in development"                      |
| <b>Speech Attendant</b> | "Mary Smith in development... One moment please" |

## 2.3 SEARCH FOR NAME ON CELL PHONE

|                         |                                     |
|-------------------------|-------------------------------------|
| <b>Speech Attendant</b> | "Who would you like to speak with?" |
|-------------------------|-------------------------------------|

|                         |  |
|-------------------------|--|
| <b>You</b>              | "Mary Smith, cell phone"                       |
| <b>Speech Attendant</b> | "Mary Smith, cell phone... One moment, please" |

## 2.4 SEARCH FOR NAME IN DEPARTMENT ON CELL PHONE

|                         |   |
|-------------------------|---|
| <b>Speech Attendant</b> | "Who would you like to speak with?"                           |
| <b>You</b>              | "Mary Smith, development, cell phone"                         |
| <b>Speech Attendant</b> | "Mary Smith in development, cell phone... One moment, please" |

## 2.5 SEARCH FOR DEPARTMENT OR FUNCTION

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

## 2.6 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"   |

## 2.7 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> |

## 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?" |

