



A MITEL  
PRODUCT  
GUIDE

# **Mitel Virtual Reception**

## **CMG Speech Attendant Quick User Guide**

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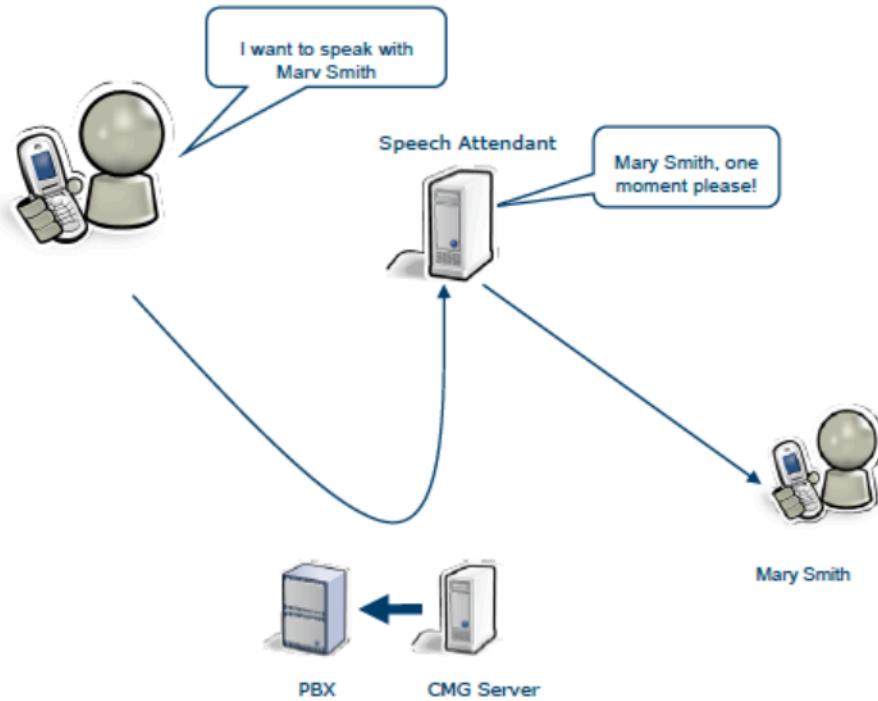
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# Quick guide – Tips and Tricks

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- 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?”
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<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?”

