

Speech Auto Attendant Optional Feature

The NuPoint Unified Messenger Speech Auto Attendant (SAA) is a speech-enabled application that allows you to place calls to people quickly and efficiently by speaking their names. In addition to placing calls by name, you can say a department name or telephone number. An online tutorial introduces you to the system features, and voice-based help is available to answer questions.

The Speech Auto Attendant routes incoming calls based on spoken commands. Typically, you say the name of the person you want to speak to and the system transfers your call to the requested party. The Speech Auto Attendant also supports up to 15 departments and allows you to call any of the department numbers or names.

The following features are available with the Speech Auto Attendant application:

- **Call by Name:** You can place calls to any person in the company directory by saying a person's full name.
- **Call by Number:** You can place calls to any number in the company directory by saying a phone number (extension).
- **Call by Department:** You can place calls to any of the 15 configured departments in the company directory by saying a department name.
- **Touchtone (DTMF) Dialing:** You can place calls to any number in the company directory by using the keypad to enter the digits.
- **Universal Commands:** You can use several generic voice commands (such as "help" or "operator") to navigate through the system.
- **Barge-in:** You can interrupt a system prompt with a speech or keystroke command. The Speech Auto Attendant will stop playing the prompt and responds to the command.
- **Tutorial:** The Speech Auto Attendant provides a tutorial which allows you to record your name (if you are a new user), or use the existing recorded name from your voice mail system. It also introduces you to the system features.
- **Disambiguation:** The Speech Auto Attendant provides the ability to transfer calls to the operator for multiple directory matches (i.e. two people named "John Doe" in the same directory). You will be notified of the duplicate names and immediately transferred to the operator, who will ask for more details in order to transfer your call to the right person.
- **Error Handling:** The Speech Auto Attendant responds to an error by instructing you to retry the command. After two recognition errors, the system will transfer your call to the operator.
- **Timeout:** The Speech Auto Attendant will time out when it detects no speech or DTMF input. Help prompts will be played to aid you in choosing an action.

Speaking Tips

The Speech Auto Attendant responds to natural speech commands. When you become more comfortable with the prompts, you can use Barge-in to navigate through the system prompts more quickly.

When you are speaking to the Speech Auto Attendant, follow the guidelines below:

- Speak clearly, but don't shout.
- Speak at your normal pace, that is, not too slowly and not too quickly.
- In noisy environments, do not use speaker phones as the background noise will affect the speech recognition success rate.
- If you are prompted to confirm a name, answer only "Yes" or "No". If you answer "No", wait for the system prompt before you state the name again.
- If the system does not recognize a name, it may be because the name is not programmed into the system. Contact your System Administrator to have the name added.

Universal Voice Commands

The following voice commands are available from anywhere within the Speech Auto Attendant system:

- **Cancel** or **Stop**: Terminates the current operation.
- **Operator**: Transfers your call to the operator.
- **Repeat**: Replays the most recent prompt.
- **Help**: Plays the list of available help commands.
- **Tutorial**: Starts the system tutorial.
- **Auto Attendant**: Transfers the call to the Speech Auto Attendant.

Making Calls

You can use the Speech Auto Attendant to place calls either with voice commands or digit dialing.

Placing a Call with Voice Commands

The Speech Auto Attendant can call contact names or departments that are programmed in the company directory by responding to your voice commands.

To place a call using voice commands:

1. Dial the Speech Auto Attendant access number. **8888**
2. When the Auto Attendant answers, say one of the following:
 - the first and last name of the person that you want to call;
 - a department name; or
 - a phone number (speak the number one digit at a time).

NOTE: You can listen to all the department names that are programmed in the system by speaking the "**department**" command.

3. The system confirms the requested name and then dials the number associated with your spoken command.

Placing a Call with Digit Dialing

The Speech Auto Attendant can call contact names or departments that are programmed in the company directory by responding to the digits that you press on the keypad.

To place a call using digit dialing:

1. Dial the Speech Auto Attendant access number. **8888**
2. When the Auto Attendant answers, enter the digits to dial on the keypad.
3. The system confirms the requested number and then dials the digits that you selected.

To Connect externally with Voice Commands

The Speech Auto Attendant can call contact names or departments that are programmed in the company directory by responding to your voice commands.

To place a call using voice commands:

1. Dial the external Speech Auto Attendant access number. **042 9370399**
2. When the Auto Attendant answers, say one of the following:
 - the first and last name of the person that you want to call;
 - a department name; or
 - a phone number (speak the number one digit at a time).

NOTE: You can listen to all the department names that are programmed in the system by speaking the "**department**" command.

3. The system confirms the requested name and then dials the number associated with your spoken command.

Cancelling a Call

You can cancel a call in progress in one of two ways.

To cancel a call:

- Say "Cancel" or "No" before the Speech Auto Attendant says "Dialing"; or
- Press 0 (zero) before the Auto Attendant says "Dialing". This command will cancel the call and the system will automatically route your call to the operator.

Calling the Operator

You can call the operator from anywhere in the system.

To call the operator:

- Say "Operator" or "Zero" at any time; or
- Dial 0 at any time.