AVAYA

**Avaya™ Speech Access
for Communication Manager**
Release 1.0
User's Guide

Your comments are welcome. They can assist us in improving our
documentation. Please address your comments to
infodev@avaya.com.

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About This Guide

This guide helps you become familiar with Avaya™ Speech Access for Communication Manager. Speech Access is designed to understand and carry out your speech commands. Examples of these speech commands and scenarios of how they are used are provided. Once you learn the basic principles of Speech Access, you can master it with a little practice.

Conventions Used in This Guide

The following conventions are used in this guide and in scenarios that provide examples of dialogues between Speech Access and you as a user:

You and "what you can say"	**Your speech commands are represented in "quoted bold text." In example scenarios, the word You appears in the left column and your commands appear in the right column.** (Optional words are in parentheses and are not bold.)
Speech Access and "what Speech Access says"	*The voice prompts that Speech Access plays to you are represented in "quoted italicized text." In example scenarios, the words Speech Access appear in the left column, and the Speech Access prompts appear in the right column.*

[Text in brackets]	[Text in brackets] is used in example scenarios to represent actions you take or that Speech Access takes, rather than commands that you say or prompts that Speech Access plays.
Web page field names	**Titles, tab names, field names, check box names, button names, and menu options in Web pages and dialog boxes are represented in bold text.**

Reference Information

For a quick reference to the most commonly used Speech Access commands, use the Speech Access for Communication Manager Wallet Card, accessible from the **Documentation** tab of your User Preferences Web pages. Your system administrator can tell you how to access these Web pages.

Using This Document Online

Following are guidelines for using this document online:

- Text that is underlined in <u>green</u> links to the underlined topic. Click the underlined text to jump to the topic.

- To jump to a topic from the Contents page, click the topic name or page number.

- To go forward and backward through the document, use the tools provided by Acrobat Reader.

User's Guide

Speech Access for Communication Manager is an application that allows you to use voice commands to call personal contacts as well as people in your company's corporate directory. You can access the system from three types of phones:

- A registered phone

- A remote phone

- An anonymous phone

These phones are described in this guide, along with the features available for each and example scenarios.

Also, be sure to review the section .

Registered Phone Interface

The first way to access the system is through the Registered Phone Interface. A registered phone is one to which your name is assigned by a system administrator. This will typically be your desk phone. From a registered phone, you can call people listed in your company's corporate directory.

You can use the application to call people in your company's corporate directory, which is a listing of your company's employees, with their phone numbers. You can also call people in your personal contacts list, if you have entered any contacts on the **Contacts** tab of your User

Preferences Web pages. (Whenever you call a contact who has multiple phone numbers, Speech Access first offers to call the number you used most recently. You can specify a different one of the contact's numbers instead.)

Accessing the System

When you call the system number, Speech Access announces itself and, by default, starts in one of the following ways, depending on whether you have defined any personal contacts on the **Contacts** tab of your User Preferences Web pages, and if so, whether you made them password protected:

- If you have not defined any contacts, Speech Access starts at the Dial by Directory menu, where it immediately asks you for the name of a corporate directory member to call.

- If you have defined contacts and they are not password protected, Speech Access starts at the main menu, where it prompts you to say **"Dial by directory"** or **"Dial by contacts."** After you respond, Speech Access asks you for a name to call.

  Note: You specify on the **General** tab of your User Preferences Web pages whether access to your contacts from your desk phone is password protected.

- If you have defined contacts and they are password protected, Speech Access still starts at the main menu, where it prompts you to say **"Dial by directory"** or **"Dial by contacts."** If you then say **"Dial by contacts,"** Speech Access asks you to enter your password. After you respond, Speech Access asks you for a name to call.

After you name the person you want to call and Speech Access places the call, the Speech Access session ends.

Selecting a Starting Point for Speech Access (Using Web-Based Preferences)

On the **Interaction** tab of your User Preferences Web pages, you can select a default starting point that Speech Access uses for the sessions you initiate from your registered desk phone. If you want to use Speech Access

primarily to dial corporate directory personnel, make Speech Access start at the Dial by Directory menu instead of the main menu. If you want to use Speech Access primarily to dial your personal contacts, make Speech Access start at the Dial by Contacts menu.

Later, if you ever need to call someone from the other group (not the default you chose), after you log in for a particular session, say **"Main menu"** and Speech Access prompts you to say **"Dial by directory"** or **"Dial by contacts."**

Example Scenarios

Example 1   In this example, you are at your desk. On the **Contacts** tab of your User Preferences Web page you have defined Bob Smith as a personal contact with only a business phone number, you did not password protect your contacts, and you have not specified a login starting point.

Speech Access	*"Speech Access! Please say 'Dial by directory' or 'Dial by contacts.' "*
You	**"Dial by contacts."**
Speech Access	*"Dial by contacts. Please say the first and last name of the contact you would like to call."*
You	**"Bob Smith."**
Speech Access	*"Bob Smith. Is this correct?"*
You	**"Yes."**
Speech Access	*"Dialing the business number …"* [You are connected to Bob Smith, and your Speech Access session ends.]

Example 2   In this example, you are at your desk. You have defined some personal contacts that you did not password protect, and you have specified "Dial by directory" as your login starting point.

Speech Access	*"Speech Access! Dial by directory. Please say the first and last name of the corporate directory member you would like to call."*
You	**"Jane Miller."**
Speech Access	*"Jane Miller. Is this correct?"*

You	"Yes."
Speech Access	*"Dialing the business number …"* [You are connected to Jane Miller, and your Speech Access session ends.]

Remote Phone Interface

You can use Speech Access through a remote phone, such as your cell phone, your home phone, or any other phone not specifically assigned to you by your system administrator. You can place calls, transfer calls, and host conference calls using the remote interface. You can also manage your account to forward all calls or send all calls to a designated number. When you dial your Speech Access number, Speech Access prompts you for your account number and password, unless you call from an Express Logon phone you defined on the **General** tab of your User Preferences Web pages.

Note: If your desk phone is an IP phone, you must reset it (by pressing **#**) in order use it after you call Speech Access from a remote phone. (For IP phones with older versions of built-in software, you might need to log in.)

Logging In

Once you dial your Speech Access number, Speech Access prompts you to enter your account number and password. Once you have entered these numbers, you are placed at the main menu.

On the **General** tab of your User Preferences Web pages, you can specify Express Logon numbers, which allow you to shorten the login process. You can specify the phone numbers you want Speech Access to recognize and whether you will need to enter your password when calling from them (consider who has access to each phone). Then, when you call Speech Access, it recognizes the number you are calling from and logs you into the system. Your Web page setting determines whether you enter your password.

If the service for the phone you specify blocks Caller ID, Express Logon will not work for that phone. Also, Caller ID might not be available when roaming on a cell phone.

Similar to using a registered phone, Speech Access prompts you to say **"Dial by directory," "Dial by number,"** or, if you have entered contacts on the **Contacts** tab of your User Preferences Web pages, **"Dial by contacts."** However, unlike registered phones, your Speech Access session remains active in the background while you are on the call.

You can resume your Speech Access session by pressing the touchtone sequence you have selected on the **Interaction** tab of your User Preferences Web pages (****** by default), and you can then place another call, transfer the current call, or host a conference call.

Returning to Speech Access After Placing a Call

After you have placed a call from a remote phone, your Speech Access session is still active in the background. To return to Speech Access, press the touchtone sequence you have selected on the **Interaction** tab of your User Preferences Web pages. This is ****** by default. However, you can choose ******, **22**, or **88**. Keep in mind that, after you place a call, if you leave a voicemail message and then press ******, on some voicemail systems the message gets deleted immediately.

Listing Calls

You can list calls to get the status of each line. Say **"List all calls,"** and Speech Access will tell you the status of each line.

Hosting Conference Calls

You can use Speech Access to host conference calls with up to six participants, including yourself, on one line. Host a conference call as follows:

1. Call a party by saying **"Dial by directory," "Dial by number,"** or, if you have defined personal contacts, **"Dial by contacts."**

2. Press the touchtone sequence to return to your Speech Access session. This will place the first party on hold.

3. Use Speech Access to call another party.

4. Once you have been connected to that additional party, press the touchtone sequence to return to your Speech Access session and then say **"Connect all lines."** This will place all parties, including you, into the conference call on one line.

5. As desired, continue adding up to a total of five other parties, one by one, as in Steps 2-4.

Dropping Calls

After you are finished with an individual call or a conference call, to end (drop) the call:

1. Press the touchtone command to return to Speech Access (****** by default), which puts the call on hold.

2. Say **"Drop this line"** or, depending on which line the call is on, **"Drop line 1"** or **"Drop line 2."**

   Note: You can also drop all calls by saying **"Drop all lines"** (whether you have one or two calls).

As a shortcut to the two-step process above, you can press **##** on the telephone keypad to immediately end an individual call, if you have enabled the use of **##** for this purpose on the **Interaction** tab of your User Preferences Web pages.

Similarly, you can press **##** to drop a conference call (and all of its participants). However, instead of dropping the call immediately, Speech Access asks you if you want to drop all the parties on that line. Whether you say **"Yes"** or **"No,"** Speech Access places you at the main menu. If you choose not to drop the conference call after all, the call is left on hold and you can say **"Connect all lines"** to return to the conference call.

Transferring Calls

You can transfer a call to another party using Speech Access. To do this, return to Speech Access and say **"Transfer this line," "Transfer line 1,"** or **"Transfer line 2."** You are then prompted to enter the method by which you would like to transfer the call. If you know that you would like to transfer the call to a personal contact, to a person in the corporate directory, or to a certain phone number, you can start by saying respectively, **"Transfer**

by contact," "Transfer by directory," or **"Transfer by number."** Speech Access then prompts you for the name or the number where you wish to transfer the call. Once the call has been transferred, Speech Access returns to the main menu.

Note that some telephone switches do not allow transfers to phones that are not connected to that switch. In that case, a transfer to a cell phone would fail, for example.

Managing Your Account (Sending and Forwarding Calls)

You might wish to have your calls sent or forwarded to a specific number. To do this, say **"Manage my account."** Speech Access prompts you to say either **"Send all calls"** or **"Forward all calls."**

Send All Calls   To send all of your calls to a specific number (usually preset to your voicemail) in case you do not want to be disturbed, at the Management Menu say **"Send all calls."** Speech Access tells you the status of Send All Calls and asks if you wish to change this status. After you respond, Speech Access plays the status of Send All Calls.

Forward All Calls   To forward all of your calls to a phone other than your desk phone, at the Management Menu say **"Forward all calls."** Speech Access tells you the status of Forward All Calls and asks if you wish to change this status. If Forward All Calls is currently off and you wish to turn it on, Speech Access prompts you for the phone number where you would like to have the calls forwarded. After you enter the information, Speech Access plays the new status of Forward All Calls.

You can enter a preferred Call Forwarding number on the **General** tab of your User Preferences Web pages. If you enter a preferred number, when you say **"Forward all calls,"** Speech Access asks if you want to use your preferred number. If you want to use another number, say **"No,"** and Speech Access prompts you to enter the number you want.

Example Scenarios

Example 1   In this example, you log into Speech Access and call a person in the corporate directory, talk for a few minutes, return to Speech Access, and then drop the call.

Speech Access	*"Speech Access! Please enter your account number."*
You	**"One two three four five six seven***."*
Speech Access	*"Please enter your password."*
You	**"One two three four."**
Speech Access	[Logon tone] *"Main menu. Please say 'Dial by directory,' 'Dial by contacts,' 'Dial by number,' or 'What are my options?' "*
You	**"Dial by directory."**
Speech Access	*"Please say the first and last name of the corporate directory member you would like to call."*
You	**"Jane Miller."**
Speech Access	*"Jane Miller. Is this correct?"*
You	**"Yes."**
Speech Access	*"Dialing the business number …"* [You are connected to Jane Miller. The Speech Access session stays active, but is put on hold while you talk to Jane.]
You	[Press ****** on your telephone keypad.]
Speech Access	*"Line 1 is on hold."*
You	**"Drop this line."**
Speech Access	*"Are you sure you want to drop this line?"*
You	**"Yes."**
Speech Access	*"Dropping line 1... Line 1 has disconnected."*

Example 2   In this example, you call from an Express Logon phone for which no password is required, call a person in the corporate directory, and then transfer the call to someone in the corporate directory.

Speech Access	*"Speech Access! Please say 'Dial by directory,' 'Dial by contacts,' 'Dial by number,' or 'What are my options?' "*
You	**"Dial by directory."**

Speech Access	*"Please say the first and last name of the corporate directory member you would like to call."*
You	**"Jane Miller."**
Speech Access	*"Jane Miller. Is this correct?"*
You	**"Yes."**
Speech Access	*"Dialing the business number …"* [You are connected to Jane Miller. The Speech Access session stays active, but is put on hold while you talk to Jane.]
You	**"Hi, Jane…I'm going to transfer you to Bill to answer your question."** [Press ****** on your telephone keypad.]
Speech Access	*"Line 1 is on hold."*
You	**"Transfer by directory."**
Speech Access	*"Please say the first and last name of the corporate directory member to whom you would like to transfer this call."*
You	**"Bill Jones."**
Speech Access	*"Bill Jones. Is this correct?"*
You	**"Yes."**
Speech Access	*"Transferring line 1 … Main menu."*

Example 3   In this example, you call a person in the corporate directory, call a personal contact, and then conference them together.

Speech Access	*"Speech Access! Please say 'Dial by directory,' 'Dial by contacts,' 'Dial by number,' or 'What are my options?' "*
You	**"Dial by directory."**
Speech Access	*"Please say the first and last name of the corporate directory member you would like to call."*
You	**"Jane Miller."**
Speech Access	*"Jane Miller. Is this correct?"*
You	**"Yes."**
Speech Access	*"Dialing the business number …"* [You are connected to Jane Miller. The Speech Access session stays active, but is put on hold while you talk to Jane.]

You	"Hi, Jane… Bob wants to discuss our presentation with us. Let me set up a conference call." [Press ** on your telephone keypad.]
Speech Access	*"Line 1 is on hold. Main menu. Please say 'Dial by directory,' 'Dial by contacts,' or 'Dial by number.' "*
You	"Dial by contacts."
Speech Access	*"Please say the first and last name of the contact you wish to call."*
You	"Bob Smith."
Speech Access	*"Bob Smith. Is this correct?"*
You	"Yes."
Speech Access	*"Dialing the business number …"* [You are then connected to Bob Smith. Jane Miller is still on hold.]
You	"Hi, Bob… Jane and I are ready to discuss our presentation. Let me conference her in." [Press ** on your telephone keypad.]
Speech Access	*"Lines 1 and 2 are on hold."*
You	"Connect all lines."
Speech Access	*"Conferencing all lines …"* [You, Jane Miller, and Bob Smith are all now able to speak to each other on line 1. Speech Access is on hold, but remains active.]

Anonymous Phone Interface

The Anonymous Interface is available if your system administrator has allowed corporate phones that are not assigned to users, such as lobby or conference room phones, to place calls using the corporate directory. Only corporate directory personnel are available from anonymous phones.

You can access your own account from an anonymous phone or another user's registered desk phone by pressing **L** (which is 5 on the keypad). Speech Access then prompts you for your account number and password. After you are logged in, the system acts as if you are calling from a remote phone.

Example Scenario

In this example, you are in a conference room, and you call someone in the corporate directory using a conference room phone that is configured to use Speech Access.

Speech Access	*"Speech Access! Please say the first and last name of the corporate directory member you would like to call."*
You	**"Jane Miller."**
Speech Access	*"Jane Miller. Is this correct?"*
You	**"Yes."**
Speech Access	*"Dialing the business number …"* [You are connected to Jane Miller, and your Speech Access session ends.]

Usage Tips

Keep the following tips in mind while using Speech Access.

Improving Speech Recognition

To obtain the best speech recognition from Speech Access, speak clearly, at a moderate, steady pace and a normal volume. Speaking more softly often works better than speaking louder.

Every time you say something that Speech Access recognizes, Speech Access plays a short beep and proceeds to the next prompt or action. If you say something and Speech Access does not play the beep, Speech Access did not hear you at all and waits several seconds to prompt you again. You can repeat what you said without waiting for Speech Access to prompt you again.

If you are in a noisy environment, the success Speech Access has in recognizing your commands could be greatly reduced. Speech Access hears not only you, but also the noise around you, and it could mistake the background noise for a command. If you are in a noisy environment, you might want to use the equivalent keypad (touchtone) commands rather than voice commands.

Also, hands-free devices and speakerphones can sometimes weaken the reception and make it difficult for Speech Access to understand you. If this happens, just pick up the handset and continue with your session.

If Speech Access does something you did not expect, Speech Access might have recognized your command as something valid, but what it recognized was different from what you actually said. Whenever you want to stop a command sequence, say **"Cancel"** to have Speech Access return to the "What can I do for you?" prompt.

Improving Name Recognition

When saying a name from the corporate directory, say the name exactly as it appears in the directory.

When saying a contact's name, say exactly what you entered in the contact's **First Name** and **Last Name** fields on the **Contacts** tab of your User Preferences Web pages. For example, if you entered Robert Smith, you must say **"Robert Smith."** You can use nicknames in place of the **First Name** or **Last Name** in your personal contacts, as long as you say the first and last names exactly as you entered them. For example, if you know Robert Smith as a team coach, you could enter that contact's **First Name** as Coach and **Last Name** as Smith and then name him as **"Coach Smith"** in your speech commands. See the Help for the **Name** field on the **Contacts** tab (Add New Contact screen) for more tips.

After Speech Access asks you to confirm a name, press **S** if you want Speech Access to repeat the name and spell it.

Using Keypad Equivalent Commands

If you are in a noisy environment, you might find that Speech Access cannot hear you or cannot understand you. Every voice command has a keypad (touchtone) equivalent you can use. The keypad equivalents are listed in the ''Command Quick Reference'' on page 13.

Barging In

You do not have to wait until Speech Access has finished speaking. You can barge in over prompts with your commands.

Canceling a Command

Remember that you are in control of the application. If you say a command and then decide you do not want to complete that action, say **"Main menu."** This will take you back to the main menu.

Getting Help

If you need detailed help at any time, say **"What are my options?"**

Leaving a Comment

If your Speech Access system is enabled to do so, you can say **"Leave a comment"** to send a message to your system administrator (as an e-mail with your comment attached as a voice file).

Considering Dialing Restrictions

Since Speech Access in effect controls your desk phone, the same dialing restrictions apply as if you were calling from your desk phone. For example, if your telephone switch does not allow you to call long distance numbers from your desk phone, you will not be able to dial those numbers using Speech Access either.

Command Quick Reference

Following are the speech commands you can use with Speech Access from your registered phone and a remote phone, along with the equivalent telephone keypad (touchtone) mnemonic sequences you can press on your telephone, and the corresponding digit sequences. For example, since the word *contacts* starts with the letter *c*, you can remember that **"Dial by contacts"** is **1C** on the keypad. This is the same as **12** since the letter C is on the 2 key.

Command Quick Reference

Registered Phone Interface

What You Want to Do	Speech Command	Equivalent Keypad Sequence	Equivalent Keypad Digits
Place a call.	**"Dial by directory"** **"Dial by contacts"**	1D 1C	13 12

Remote Phone Interface

What You Want to Do	Speech Command	Equivalent Keypad Sequence	Equivalent Keypad Digits
Place a call.	**"Dial by directory"** **"Dial by contacts"** **"Dial by number"**	1D 1C 1N	13 12 16
Drop a call.	**"Drop line 1"** **"Drop line 2"** **"Drop this line"**	#1 #2 #8	#1 #2 #8
Drop all calls.	**"Drop all lines"**	#0	#0
Drop your last call or a conference call and return to your Speech Access session.		## (if enabled on your Interaction User Preferences Web page)	## (if enabled on your Interaction User Preferences Web page)
Transfer a call.	**"Transfer line 1"** **"Transfer line 2"** **"Transfer this line"** **"Transfer line 1 by directory"** **"Transfer line 2 by directory"** **"Transfer line 1 by contacts"** **"Transfer line 2 by contacts"** **"Transfer line 1 by number"** **"Transfer line 2 by number"**	X1 X2 X8 X1D X2D X1C X2C X1N X2N	91 92 98 913 923 912 922 916 926
Connect a call.	**"Connect me to line 1"** **"Connect me to line 2"**	C1 C2	21 22
Connect all calls.	**"Connect all lines"**	C0	20
List calls.	**"List all calls"**	1L	15
Manage your account (turn Call Forwarding or Send All Calls on or off).	**"Manage my account"** **"Forward all calls"** **"Send all calls"**	M M1 M2	6 61 62
Get specific help.	**"What are my options?"**	H	4
Get general help.		HH	44
Cancel an operation.	**"Main menu"**	**	**
Go to main menu.	**"Main menu"**	**	**
Return to your Speech Access session.		**, 22, or 88 (as set on your Interaction User Preferences Web page)	**, 22, or 88 (as set on your Interaction User Preferences Web page)
Answer **"Yes."**	**"Yes"**	1	1
Answer **"No."**	**"No"**	2	2
Leave feedback.	**"Leave a comment"**	H0	40
Log on from an anonymous phone or from another user's registered phone.		L	5
Have Speech Access repeat and spell a name.		S	7