

UCC SPEECH ACCESS WALLET CARD

(for Microsoft Outlook users)



GENERAL COMMANDS:

Give me a demo
Take a break
Avaya, come back
Cancel
Help me
Leave a comment
Good-bye [or hang up]

For more commands, see the
Command Summary on the
Documentation tab of your
User Preferences Web pages.

© 2004 Avaya Inc. All rights reserved. www.avaya.com Doc # 585-313-759 Issue 3 Sept 2004

MESSAGES: KEY: required words (optional words)

How many (unread) messages do I have?

Read my (unread) messages

Read my (unread) voicemails

Read my (unread) e-mails

MESSAGE NAVIGATION:

Next message
Previous message
Get more detail
Continue

MESSAGE ACTIONS:

Reply to this message
Call the sender
Forward this message
Save this message
Delete this message
Restore this message
Read attachments

MESSAGE CREATION:

Send a message

CALLS:

Make a call
Dial a number
Drop this line
Connect all calls
Connect me to line <n>*
Drop line <n>*
* Specify 1, 2 for <n>

REACH-ME COMMANDS:

Follow me
Hold my calls
What is my Reach-Me
status?
Put me on schedule

CONTACTS:

Read my contacts
Get more detail
Look up <contact>*
* Say a specific name for <contact>

APPOINTMENTS:

Read my appointments
Schedule an appointment
Delete this appointment
Find free time

TASKS:

Read my tasks
Create a task
Delete this task

Tips:

- * If you do not hear a beep after you say something, repeat it.
- * To end any recording, be silent for a few seconds or press #.
- * UCC SA must ask "What can I do for you?" before you can initiate a command sequence.
- * While UCC SA is on hold (after you place a telephone call or you say "Take a break"), it listens for you to say "Avaya, come back."
- * For good speech recognition by UCC SA, minimize background noise.