

Speech-to-Text User Guide

Overview

Speech-to-Text (i.e., Speech Recognition) allows for mid-call speech detection. When callers reach an Auto Attendant or Company Directory, they can speak, that than selecting digits from the dial pad. Based on the spoken request, calls are routed, eliminating the need for the caller to press digits to route calls. When callers reach a company directory, instead of entering the first 3 letters of the person's first or last name, they are trying to reach, now callers can simply say the person's name and the Name Detection will route the call to the person they are trying to reach. The system will then locate all the users with the name given by the caller.

Configuration

1. Click the Auto Attendants tab, then select the Auto Attendant you wish to add Speech-to-Text

Clarity	/	Support	Center 🏭 Apps 🗸 💄 Cla	arity Support (200) ▼
Home Users Au	to dants	Music On Hold	Smart Routing	Call History
Auto Attendants				S
Name		Extension	Timeframe	
Training Domain Main AA		700	Default ()	
Please Continue to Hold		701	Default	

2. Click the **Options** button under the Dial Pad Menu

Auto Attendants		0
Auto Attendant Name	Training Domain Main AA	
Extension	700	
Intro Greetings	۲	
Menu Pr	rompt	Dial Pad Menu Options
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3. Select the Speech Keywords tab

Clarity	Support Center 🏭 Apps	Clarity Support (200) +
Home Users	Options	Call History
Auto Attendants	Basic Speech Keywords	S
Auto Attendant Name	Add speech keywords to dial pad options.	
Extension	300 (Main Call Routing) User	
Intro Greetings		

4. You will see the digits configured in the Dial Pad Menu and the destination they are routed to. **Click the digit for which you'd like to add Speech Keywords and a box will appear**. For example, if you would like option 1 to route to Technical Support, you would enter words such as "Technical, Support, Help, etc." so when callers say those keywords, it will route the caller to the destination configured.

Option	s	×
Basic	Speech Keywords	
	Add speech keywords to dial pad options.	^
1	300 (Main Call Routing) User	L
	Technical Support Add	
2	124 (Sales Queue) Call Queue	l
3	Directory	



- 5. Enter a keyword(s) and click **Add**. NOTE: best practices is to add keywords as one word (i.e., "Technical" and "Support", rather than "Technical Support")
- 6. Continue to enter keywords and click Add. Click Done when finished

Options					×
Basic	Speech Keywords				
	Add s	speech keywords to di	al pad options.		*
1	3700 (Support) User	Agent	Technical X Support Representative X	X Help X Problem X	
	Question		Add		
	360 (Billing Call Qu User	ieue)	Bill X Billing	y 🗙 Pay 🗙	
	3103 (Sales Stage User	2)		Sales 🗙	
	3103 (Sales Stage User	2)			
	3501 (Reception L User	ine)		<u>\</u>	•
				Done	•

7. Click Save at the bottom of the Auto Attendants page

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