

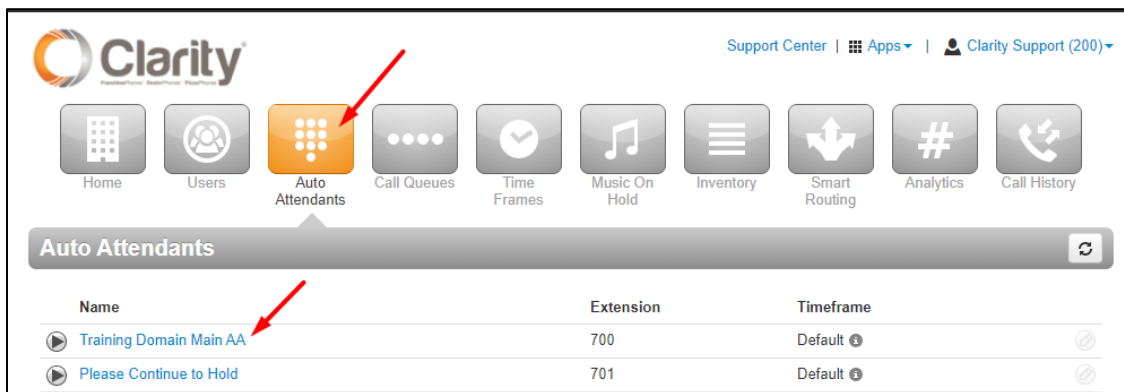
Speech-to-Text User Guide

Overview

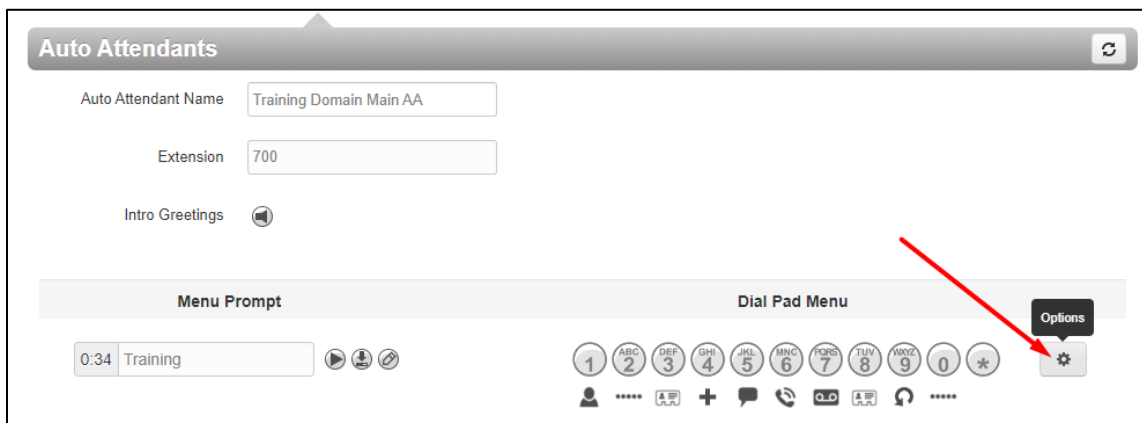
Speech-to-Text (i.e., Speech Recognition) allows for mid-call speech detection. When callers reach an Auto Attendant or Company Directory, they can speak, rather than selecting digits from the dial pad. Based on the spoken request, calls are routed, eliminating the need for the caller to press digits 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

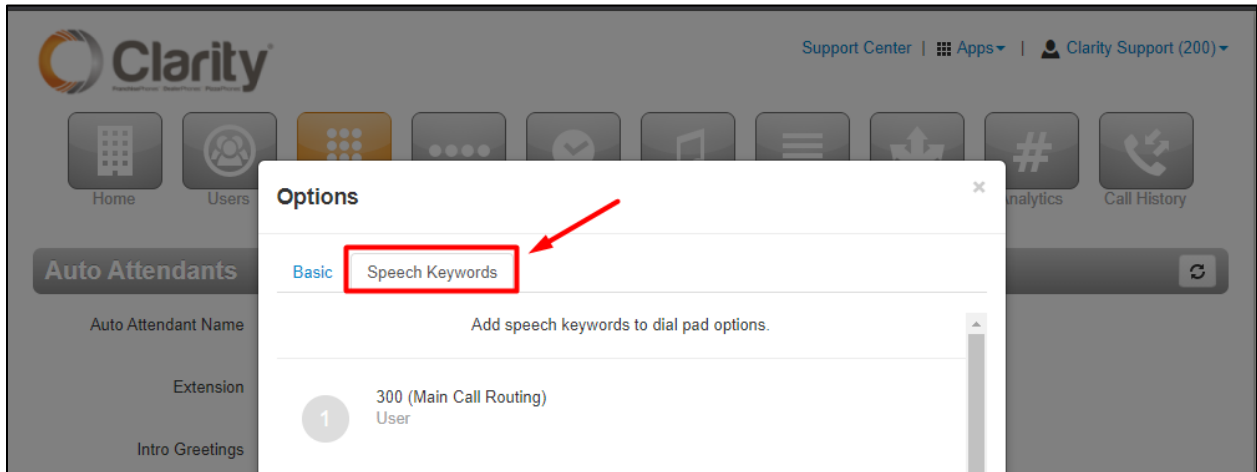
1. Click the **Auto Attendants** tab, then select the Auto Attendant you wish to add Speech-to-Text



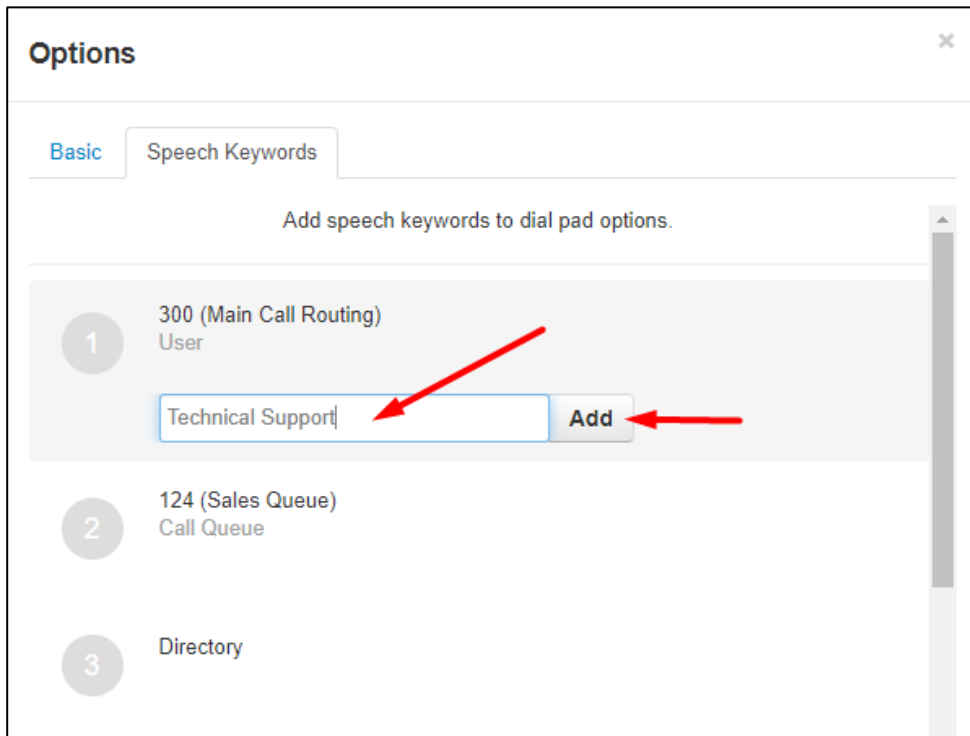
2. Click the **Options** button under the Dial Pad Menu



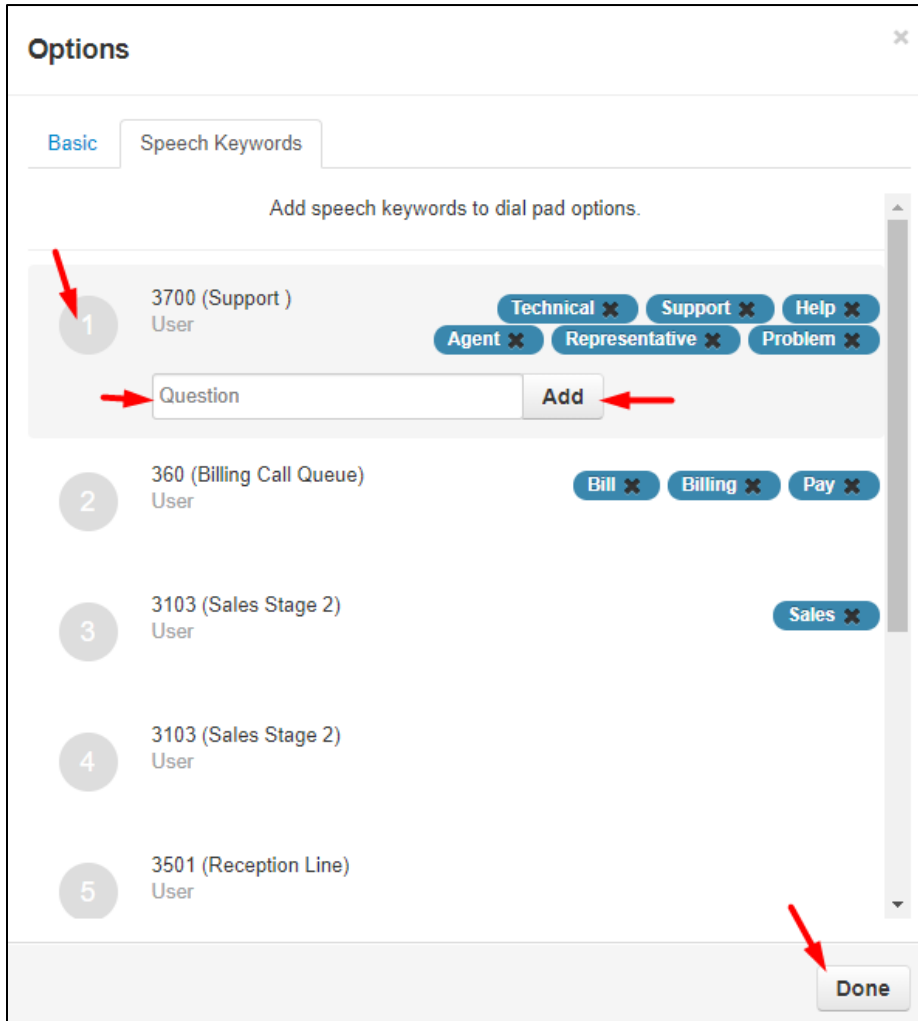
3. Select the **Speech Keywords** tab



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.



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



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

