

MiCollab Advanced Messaging Voice User Interface User Guide

For version 6.1 and above

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Preface

This guide is intended for MiCollab Advanced Messaging (MiCollab AM) users and administrators who are experienced with MiCollab AM and are familiar with its procedures and terminology. The purpose of this guide is to describe the features and functionality that MiCollab AM provides subscribers when using the Voice User interface (VUI). It assumes you have a Subscriber mailbox on a MiCollab AM system that has ASR resources and that your mailbox is enabled to use the VUI.

This guide applies to MiCollab AM version 6.1 and it consists of the following parts:

- An introduction to the Voice User Interface (VUI)
- An introduction to the Availability features
- Information on the Automatic Speech Recognition feature
- Information on navigating the Subscriber mailbox
- Tips and Instructions on retrieving, recording and managing messages
- Tips and Instructions on managing incoming and outgoing calls
- Tips and Instructions on managing your mailbox settings
- Tips and Instructions on managing your Personal Assistance settings
- Tips and Instructions on managing your Availability settings

References

A catalog of technical documentation is included on the MiCollab AM Installation Media. If you are installing any advanced applications, such as Networking and Fax Server applications, you should refer to the appropriate technical documentation for application and installation information.

Documentation

The technical documentation is produced in the PDF format and requires the PDF reader to view it. The documentation set for this MiCollab AM includes the following documents and resources:

- **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
- **Integration Technical Notes (ITN).** Contains a set of guides that describe the integration methods and instructions for a variety of phone systems to work with MiCollab AM. The ITNs are generally used by resellers or administrators who are experienced with MiCollab AM and familiar with the integration procedures and terminology.
- **Quick Reference Card (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.

- **Server Documentation.** Available as a PDF only. Contains administrative guides for administrators about installing, configuring, and administering the messaging system, and user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Spare Parts Documentation.** Contains a set of guides that describe the instructions for installing and configuring hardware parts to work with MiCollab AM. These documents are written for Mitel certified MiCollab AM technicians who are experienced with MiCollab AM and familiar with the procedures and terminology.
- **Software Release Notice (SRN).** This notice introduces the new features, capabilities, and hardware/software requirements for the corresponding MiCollab AM version.

For more related documents, refer to the following list of references:

Table 1. References

| Document Type | Document Title |
|----------------------|---|
| Server Documentation | System Administration Guide |
| Server Documentation | Automatic Speech Recognition Administration Guide |
| Quick Reference Card | VUI QRC |

Documentation Updates

Documentation updates may be available from the following sources:

- Mitel certified technicians can view or download documents and program files from our partner web site: connect.mitel.com/connect

Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** as follows:

- Click the **Help** button in the dialog box or window in which you are working
- Press the **F1** key at any time.

Document Conventions

The following conventions are used in this document:

- **Key Names.** Names of keys on the keyboard are shown in a box.

Example: **Enter**

When two keys must be pressed simultaneously, they are joined by a + sign.

Example: **Alt + Tab**

- **Reference to Document.** *Italics* fonts can also signify the titles of other documents.

Example: Refer to *System Installation Guide*.

- **UI Element Names.** Names of UI elements such as dialog windows, screens, menu items, tabs, buttons, icons, etc. are shown in bold.

Example: On the **Startup** screen, click the **Start** icon.

- **User Input.** Information required to be typed or spoken is shown in italics.

Example: Type the password *voicemail*.

- **Square Brackets.** User input that are optional is shown in square brackets [].

Example: *Locate [and Record] John Doe*.

In this example, you can either say "Locate" alone or "Locate and Record".

- **Angle Brackets.** Any values or user inputs that can vary are shown in angle brackets < >.
If used inside code samples, it denotes tags.

Examples:

There is a message for <recipient's name> from <subscriber name>.

```
<Phrase Type="Literal" Value="http://<www.webservername.com>/wpm"/>
```

- **Warning, Caution, Important, and Notes.** Text for the contents that require attention are shown as follows:

WARNING A warning paragraph advises you of circumstances that can result in the loss of data, harm to the system server platform, or personal harm.

CAUTION Failure to follow these recommendations can result in unauthorized access to the system and consequent loss of data.

IMPORTANT An important paragraph gives decision-making information or informs you of the order in which tasks need to be completed.

NOTE A note gives additional information, provides an explanation, or indicates an exception to the information in the preceding text.

Frequently Used Terms

Table 2. Frequently Used Terms

| Terms | Description |
|--|--|
| Speech-Enabled | MiCollab AM system with the Automatic Speech Recognition (ASR) feature enabled. |
| Subscriber | A user on the MiCollab AM system. A subscriber is the sponsor of a Subscriber mailbox. Subscribers log on to the Subscriber mailbox to access messages, send messages and manage their mailbox settings. |
| Outside caller | A non-user of the system or a subscriber of the system who is initially not identified by MiCollab AM as a subscriber. |
| VUI | The voice user interface or the use of speech commands to navigate through the system. |
| TUI | The telephone user interface (the DTMF keys of the telephone device) to navigate through the system. |
| ANI (Automatic Number Identification) or CPID (Calling Party ID) | A telephone company provided service that sends the calling party's telephone number to the called party's telephone device during the first ring cycle. |

Automatic Speech Recognition Technology

NOTE MiCollab AM Licensing

MiCollab AM, Automatic Speech Recognition (ASR), Personal Assistance (PA), Unified Messaging (UM) are licensed products of Mitel.

- Automatic Speech Recognition is licensed on a per port basis.
- Personal Assistance is licensed on a per seat basis.
- Unified Messaging is licensed on a per seat basis.

The MiCollab AM VUI may be your first experience with using a speech recognition interface. In order to get the absolute best experience when using the speech-enabled interface of your mailbox it is necessary to have some understanding about how speech recognition applications work.

There are currently two types of speech recognition technology in use; speaker-dependent and speaker-independent. Applications for single users use speaker-dependent speech recognition.

As part of the application installation process, the ASR software asks the user to read specific materials into the system. Because the system knows exactly what the user is reading, it can compare that to the user's way of speaking.

Using this process, the application begins to learn how the user speaks and what their voice sounds like. As the user interfaces with the system more and more, the system continues to *tune* the speech recognition application to adapt to the user's specific speech patterns. Applications such as dictation and computer operating systems use this approach to gain maximum accuracy when dealing with a specific user.

For applications such as MiCollab AM that must support more than one user, speaker-independent speech recognition is used. With this technology, the learning process is completed in advance by having hundreds of target users read the information into the system.

By having a large number of different users contribute to the process, the system can recognize a wider variety of voices and accents, thus allowing the application to work for a broader range of users.

Typically, the selected users include not only *regular* native speakers of the language, but also those with regional accents and those that use the language as a second language. While speech recognition engines have specific engines for different languages, they are very accurate at recognizing each language spoken by a wide array of people.

In order to use the MiCollab AM system effectively, it is helpful to understand the speech recognition process. Many people assume that the system can listen to what you say and act on your commands much as a human might do, but actually, the process is much different. Speech recognition applications use speech grammars to recognize what a user says.

At any particular place in the application, a grammar file contains specific phrases that the system can recognize. When a user speaks a command, the speech recognition engine compares the spoken phrase against every phrase in the grammar file and returns the best match. When it finds a match, an identifier is passed back to the application telling it what to do.

When you consider the process the speech recognition engine must follow for each command, it is easy to see the following:

- The more entries in the grammar file, the longer it takes to find the match.
- The more entries in the grammar file, the greater the possibility that the system returns a false match (the more likely there are to be commands that sound similar).
- Longer command phrases are recognized more accurately than shorter command phrases, which have less points of comparison.

With this in mind, a few simple concepts become apparent:

- When building grammar files, it is best to include enough commands to make the MiCollab AM system easy to use but also limit the number of commands to increase accuracy and reduce the recognition time.
- In a situation where there are several possible commands, it may be worthwhile to use longer commands to increase system accuracy.

Special Tips for Using Speech Recognition

MiCollab AM uses the Nuance™ speech recognition engine, the world's leading ASR engine. This enables you to use speech recognition to access your mailbox from almost any environment. However, there are several ways to improve your speech recognition experience.

Choosing Your Vocabulary

As you start acquiring the vocabulary needed to navigate the system and access its features, you realize the shortest commands are not always best. While saying *Reply*, *Forward* or *Delete* while listening to a message works most of the time, saying *Reply to this message*, *Forward this message* or *Delete this message* ensures that MiCollab AM functions to its maximum potential even in less than perfect environments.

In Noisy Public Places

If you find yourself in a noisy environment, do what you can to minimize the noise. Step away from the noise source, turn until your body is between your telephone and the noise source. If you can, shield the microphone on your telephone or headset to minimize the noise. As a last resort, you can always switch into DTMF mode and use the TUI.

In Your Car

When using MiCollab AM from your car, do what you can to minimize the background noise; roll up the windows, turn down the music system, and so forth. If you are using a built-in Blue Tooth speakerphone, talk in the general direction of the mounted microphone.

Speaking in a Normal Tone of Voice

Speaking with a loud voice can sometimes make it difficult for the speech recognition engine to recognize your command. If you hear the prompt, *I couldn't hear you*, it generally means that either you did not use a command that the speech engine recognizes or that you need to try speaking the same command again in a slightly different tone of voice.

An Introduction to Speech Enabled Features

MiCollab AM is an advanced unified communications platform capable of delivering the latest applications in the areas of voice messaging, unified messaging, call processing, telephony, presence and availability, and mobile worker virtual desktop.

MiCollab AM supports these applications using both the traditional DTMF **Telephone User Interface (TUI)**, and optionally, using the **Voice User Interface (VUI)** when the **Automatic Speech Recognition (ASR)** features are available.

For MiCollab AM systems that are equipped with ASR resources, Mitel offers the following speech-enabled features and functionality:

Basic Voice User Interface (VUI)

The Voice User Interface (VUI) enables users with a mailbox on the MiCollab AM system to access their mailbox using speech commands. This is a fully hands-free interface. You can log into your mailbox, access and process all of your messages, make outgoing calls, and manage your mailbox settings using simple speech commands.

Automated Attendant Call Processing Speech Interface

On a MiCollab AM system configured with ASR resources, callers can access the call processing functions of the automated attendant using speech commands. The speech-enabled automated attendant application includes full support for name disambiguation, user titles and alternate names.

Outside Caller Speech Interface


Outside callers are prompted to use speech commands when they are trying to reach a subscriber who is not available.

For example:

*John Tyler is not available. Please say **Locate**, **Leave a message**, **Try another person**, or **Operator**.*

Personal Assistant Interface

MiCollab AM supports an advanced set of mobility, groupware access and presence features, called **Personal Assistance**. System administrators can enable these features in each Subscriber mailbox.

Some of the phrases and commands discussed in this guide are available only to users with the feature enabled in their Subscriber mailbox. Those features are marked with the  icon.

Subscriber mailboxes licensed and configured to use Personal Assistance allow users advanced speech-enabled features such as:

- Access to their groupware calendars (for reading information and for creating new meetings and appointments)
- Access to their groupware contacts (for sending and forwarding messages, making calls and inviting their contacts to new meetings)
- Call screening, telephone presence, and availability

Unified Messaging Features

MiCollab AM supports a **Unified Messaging** feature set which enables you to access and manage your e-mail and fax messages as well as your voice messages from the telephone interface.

If your mailbox is configured to use unified messaging, there are commands that allow you to manage your e-mail and fax messages. If these commands are not functional for you, check with your system administrator to see if your mailbox is enabled for unified messaging.

In this guide, the  icon designates commands that include Unified Messaging functionality.



Barge-in

MiCollab AM supports the **Barge-in** feature, which enables you to speak the next command or name without waiting for the MiCollab AM system to finish playing the current audio prompt. This enables you to skip over audio that you do not wish to hear. Use Barge-in:

- While listening to menu announcements
- While listening to a voice message, *Delete this message*, *Next message*
- While listening to an e-mail message, *Reply*, *Forward this message*, *Main Menu*

Switching to the DTMF Telephone User Interface

Regardless of how well the speech recognition feature works, there are times when you want to use the traditional Telephone User Interface (TUI). It may be that there is simply too much background noise in your environment for speech recognition to recognize your commands (such as riding in an extremely noisy car or at the airport when announcements are coming across the speakers). You may want to switch to the TUI for reasons of confidentiality and privacy.

You can always switch to the TUI at any time by simply pressing the DTMF key combination  . This disables speech recognition and enables the TUI type assigned to your mailbox.

Overview of Voice User Interface (VUI)

This guide covers the functionality of the three MiCollab AM applications that use speech recognition: the subscriber VUI, the outside caller VUI, and the subscriber's Personal Assistant interface. This guide describes the available functions and commands for each of these interfaces.

In order to make the interfaces intuitive, MiCollab AM often supports multiple commands to access the same feature. In some cases, the user can say dozens of different phrases to accomplish the same thing. Rather than present all available phrases for each command, this guide focuses on showing the user the most typical phrases to accomplish each task.

In most cases, the guide presents examples of several variants, but not all of the possible phrases to accomplish the task. MiCollab AM supports over 3,000 built-in command phrases.

The User VUI

The basic speech recognition VUI enables you to access all of the functionality of your mailbox using simple and intuitive speech commands. Once your mailbox is configured to use the VUI, there is no need to learn and remember any of the DTMF key commands as you did for your last voice-mail system. Using speech commands in your mailbox, you can:

- Log on to your mailbox
 - Log on by speaking your name and password
 - Log on from your known devices by just speaking your password
 - Log on from your trusted devices automatically

NOTE For security reasons, you may want to enter your password using DTMF keys. Known and trusted devices are set by the system administrator and are discussed in the [Trusted Log-on](#) section of this guide.

- Access all messages (including fax and e-mail if your mailbox is configured for unified messaging)
- Access specific message types (voice, fax, e-mail, urgent, from a specific sender)
- Access missed call notifications (if your mailbox is configured for Personal Assistant)
- Access your acknowledgement messages (if your mailbox is configured for Personal Assistant)
- Access your meeting requests (if your mailbox is configured for Personal Assistant)

NOTE Personal Assistant and unified messaging options are explained in the [Personal Assistant Interface](#) section of this guide

- Process all of your messages
 - Listen to your voice messages
 - Listen to your e-mail messages using text-to-speech
 - Delete your messages
 - Save your messages
 - Forward your messages
 - Forward your fax and e-mail messages to a fax machine
- Send new messages
 - Send new voice messages to other system users
 - Send new voice messages to your contacts (if your mailbox is configured for Personal Assistant)
 - Send new text messages to users or to your contacts

NOTE Sending text messages is explained in the [Using Text Messages](#) section of this guide.

- Check your current mailbox settings
 - Listen to your current greetings
 - Listen to your current mailbox settings
- Change your mailbox settings
 - Record your name and greetings
 - Enable the Out of Office greeting
 - Change your security code
 - Enable and disable your message notification options
 - Enable and disable Do Not Disturb
 - Change your Availability settings (if your mailbox is configured for Personal Assistant)

The Outside Caller Speech Interface

The Outside Caller speech interface allows outside callers to make choices using speech commands when an attempt to transfer to a user fails. Once MiCollab AM fails to connect the caller with the intended subscriber, MiCollab AM plays a list of options to the caller: *John Tyler is not available. Please say Locate, Leave a message, Try another person, or Operator.* The caller has the option to say:

- **Locate...** - MiCollab AM traverses the call list of telephone device numbers listed in the subscriber's mailbox according to the Availability settings of the mailbox. If the user does not answer on a specific number, saying *Locate* enables MiCollab AM to try the next number in the list.

NOTE Personal Assistance must be enabled in the subscriber's mailbox and the Availability feature must be configured with a call list.


- **Leave a message** – If the caller says, *Leave a message*, MiCollab AM transfers the call to the subscriber's mailbox and is prompted to leave a message.

- **Try another person** - If the caller says, *Try another person*, MiCollab AM returns the caller to the automated attendant directory, and is prompted to say the name of another person.
- **Operator** - If the caller says, *Operator*, MiCollab AM transfers the caller to the operator defined in the subscriber's mailbox.

Personal Assistant Features

MiCollab AM supports additional features for mobile users. Some of these features require ASR resources. If your mailbox is enabled for Personal Assistant, you can:

- Send and forward messages to your contacts
- Call your contacts
 - For example:**
Speak the command and the name, *Call Paul Phillips*.
- Record your calls
 - For example:**
Speak the command and the name, *Call and record Paul Phillips*.
- Read your calendar
 - For example:**
Speak the command, *Get my appointments for today*.
Speak the command, *Get my appointments for next Wednesday*.
Speak the command, *Get my meetings for November sixth*.
- Create new meeting and appointments
 - For example:**
Speak the command, and then say the name of a person to invite. *Create a new meeting, Paul Phillips*.
Speak the command, *Create a new appointment for next Wednesday*.
Speak the command, *Create a new meeting at two o'clock next Wednesday*.
- Process your incoming calls with special commands with the command:
 - *Accept call*
 - *Reject call*
 - *Acknowledge call*
 - *Transfer call*
 - *Accept and record call*
 - *Review call*

NOTE In this guide, the  icon designates a command that is available only to those users with **Personal Assistant** enabled in their mailbox.

Accessing Your Mailbox

This section covers logging into your mailbox as well as the general mailbox navigation commands. It also discusses the MiCollab AM system help options available from the voice user interface.

There are several ways for you to log on to your mailbox. Depending on how your system interfaces with the telephone system and how the system administrator configures MiCollab AM and your mailbox, some or all of these methods may be available to you.

Logging on to Your Mailbox from the Public Telephone Network

In most cases, your MiCollab AM system has an external access telephone number that allows you to reach your mailbox from the public telephone network. The call processing application configured to answer your call must be programmed to allow you to log on to your mailbox from the announcement menu using speech commands.

The standard speech command Mitel recommends is the *User Log on* command, although variations may be used.

Typically, when using speech to log on, the MiCollab AM system prompts you to speak your name (or to enter your mailbox number using DTMF keys) and then to speak (or use DTMF keys) to enter your mailbox security code. If a command is available to access messages, the log on scenario is as follows:

Example: Subscriber Logon Session Through the Automated Attendant

| | |
|------------|--|
| System | Welcome to Dynacom. Please say the first and last name of the person you are trying to reach. To reach an operator say operator. |
| Subscriber | <i>User log on.</i> |
| System | Please say your name or enter your mailbox number. |
| Subscriber | <i>John Tyler</i> |
| System | Please say or enter your security code. |
| Subscriber | <i>Three three four two six</i> |
| System | Hello, John Tyler. What would you like to do? |

Auto Log-on

Your system administrator may program your mailbox to recognize your personal telephone devices such as a PBX extension, a mobile device number, a remote office telephone, or a home telephone number.

With **Auto Log on**, MiCollab AM answers your incoming call, and recognizes the device number from the captured ANI information. It automatically recognizes you and only prompts you to speak or enter your mailbox security code, eliminating the need for you to speak your name or enter your mailbox number. This type of log on is available to you generally from your desktop telephone extension.

In this case, the log on scenario is as follows:

Example: Auto Log-on Session

| | |
|------------|---|
| System | Please say or enter your security code. |
| Subscriber | <i>Three three four two six</i> |
| System | Hello, John Tyler. What would you like to do? |

Trusted Log-on

Your system administrator may program your mailbox to recognize some of your devices as **Trusted Log on** devices (only the system administrator can designate your devices as *Trusted*).

If you call in from a **Trusted** device, the MiCollab AM system recognizes that you are calling from a trusted device and places you directly into your mailbox without requiring you to speak either your name or your mailbox security code. This type of log on is typically used with your mobile telephone.

In this case, the log on scenario is as follows:

Example: Trusted Log-on Session

| | |
|--------|---|
| System | Hello, John Tyler. What would you like to do? |
|--------|---|

Using Call Back Log-on

In some areas, the tariffs for using mobile devices are higher for the minutes used for outgoing calls than they are for those used for incoming calls. MiCollab AM supports a Call Back Log-on feature to facilitate long messaging sessions from an incoming call as opposed to an outgoing call.

To use **Call Back Log-on**, place a call into your mailbox and request MiCollab AM to call you back. This causes the longer duration of the call to be an incoming call on your mobile device.

A typical **Call Back Log on** scenario would go as follows:

Example: Call Back Log-on Session

| | |
|--------|--|
| System | Welcome to Dynacom. Please say the first and last name of the person you are trying to reach. To reach an operator say operator. |
|--------|--|

| | |
|----------------------|--|
| Subscriber | <i>User log on</i> |
| System | Please say your name or enter your mailbox number. |
| Subscriber | <i>John Tyler</i> |
| System | Please say or enter your security code. |
| Subscriber | <i>Three three four two six</i> |
| System | Hello, John Tyler. What would you like to do? |
| Subscriber | <i>Call me back</i> |
| System | Please say a phone number, one of your device names or "List devices", "Cancel", or "Goodbye". |
| Subscriber | <i>Company Mobile</i> |
| System | Please hang up now to accept the call. Goodbye. |
| <Ring...Ring...Ring> | |
| System | Please say or enter your security code. |
| Subscriber | <i>Three three four two six</i> |
| System | Hello, John Tyler. What would you like to do? |

This example depicts a log on scenario from the automated attendant; however, the feature also works with **Auto Log on** and **Trusted Log on**.

Recognized Phrases

Use the following basic command phrases for **Callback Log on**:

Call / Ring [me] **back at / on** [my] <Device Name>

Call / Ring [me] **back at / on** [my] <Phone Number>

Some sample phrases for this feature are:

- *Call me back on my Company Mobile.*
- *Ring back Company Mobile.*
- *Call back at 4255551212.*

Logging Out of Your Mailbox

While you can simply hang-up to disconnect from MiCollab AM, logging out of the system frees up the system resources more quickly.

Recognized Phrases

There are two basic command phrases to log out of a MiCollab AM system.

Goodbye

When you say *Goodbye*, you are logging out from MiCollab AM completely. When you say *Logout*, you are logging out from your mailbox and returning to the current main menu.

General Mailbox Navigation

There are several general commands to help you navigate your mailbox and manage your messaging session.

Main Menu

MiCollab AM supports a hierarchical menu structure. That is to say, not all phrases work at all levels of the MiCollab AM system. It is sometimes advantageous to be able to move to the highest-level menu in the system (the Main Menu).

Recognized Phrases

At almost any time, you can say *Main Menu* and MiCollab AM takes you to the highest-level menu in the system (the same location as when you first enter your mailbox).

Main Menu

Pausing and Resuming a Session

It is advantageous at times to be able to pause during a messaging session. In order to do this without having the MiCollab AM system interpret any conversations you have while paused, the MiCollab AM system supports putting the system into a **Paused** state. This feature does not really disable speech recognition; it just temporarily changes the recognition grammar in use.

Recognized Phrases

There are two simple command phrases for the pause and resume feature:

Pause Session

Resume Session

When you say *Pause Session*, the MiCollab AM system switches to a mode where the only speech command it recognizes is *Resume Session*. When you are ready to resume your session, simply say *Resume Session* and MiCollab AM returns you to your normal message processing.

Accessing Mailbox Help

MiCollab AM supports a full set of context sensitive help prompts. As a user, you can ask for system help at any time. The help prompts are both context sensitive and multi-tiered. Depending on where you are in the application, MiCollab AM offers you different prompts.

At the **Main Menu** level, when you ask for help, rather than read you all possible help prompts, the MiCollab AM system prompts you to select a help category. At other levels, when you request help the MiCollab AM system plays the help prompts appropriate to the feature you are accessing.

A typical help session scenario from the **Main Menu** is as follows:

Example: Help Session

| | |
|------------|---|
| System | What would you like to do? |
| Subscriber | <i>Help.</i> |
| System | For a list of help categories, say Help Categories at any time. |
| Subscriber | <i>Help categories.</i> |
| System | You may say Messaging help, System settings help, Callout help, Calendaring help, Auto attendant help, Hot word help, Held call help, or Session options help. |
| Subscriber | <i>Messaging help.</i> |
| System | Messaging help. You may say Send a message, Send an urgent message, or Create text e-mail. You may say Get unread, read, or deleted messages, Get unread, read, or deleted voicemail / e-mail / faxes. You may say Get unread or read saved messages. |

Recognized Phrases

There are multiple ways to request help from MiCollab AM. The typical help command phrases are:

Help

Help categories

Help [Auto Attendant] – [Calendar] – [Callout] – [Held Calls] – [Hot Word] – [Messaging] – [Session] – [Auto attendant] – [Calendar] – [Callout] – [Held calls] – [Hot word] – [Messaging] **help**

Some typical help commands are:





- *Help auto attendant*
- *Help calendar*
- *Callout help*

Accessing Your Messages

One of the main functions of the MiCollab AM VUI allows you to access messages in your mailbox. MiCollab AM supports a number of different commands for requesting messages. You can request messages based on their status (new, saved, read, etc.).

If your mailbox is configured for unified messaging, you can request messages by type (voice, e-mail or fax). You can also request to hear only those messages from a specific subscriber.

Use the following types of message access to retrieve various combinations of your messages.

- All your messages
- Voice messages only
- E-mail messages only 
- Fax messages only 
- Message from specific subscribers
- Missed call notification messages 
- Acknowledge messages 

Accessing All Your Messages

You can use several different commands to access all of your messages. When delivering all your messages, the MiCollab AM system first plays your new (unread) messages, followed by your read messages. The following is a typical scenario for accessing all messages:

Example: Accessing All Messages Session

| | |
|------------|--|
| System | What would you like to do? |
| Subscriber | <i>Get messages.</i> |
| System | You have seven unread messages. Message number one, a voice message matching your contact Paul Phillips. |
| Message | <Message Body Replay> Hi John, This Paul Phillips. I need to talk to you right away about the plans for the second floor rebuild. Call me as soon as you get a chance. |
| System | What would you like to do with this message? |
| Subscriber | <i>Next message.</i> |
| System | Message number two, an e-mail message from... |

Recognized Phrases

You can use the following command phrases to get all of your messages:

Get / Check [my] messages

Some command phrases are:

- *Get my messages.*
- *Check my messages.*
- *Get messages.*

Accessing Just Voice Messages

You can apply filters to the commands to access only read, unread or urgent voice messages. A typical messaging scenario for accessing only voice messages are:

Example: Accessing All Messages Session

| | |
|------------|--|
| System | What would you like to do? |
| Subscriber | <i>Get new voice messages.</i> |
| System | You have two new messages. Message number one, a voice message matching your contact Paul Phillips. |
| Message | <Message Body Replay> Hi John, This Paul Phillips. I need to talk to you right away about the plans for the second floor rebuild. Call me as soon as you get a chance. What would you like to do with this message? |
| System | What would you like to do with this message? |
| Subscriber | <i>Next message.</i> |
| System | Message number two, a voice message from... |

Recognized Phrases

Use the following command phrases to access only your voice messages:

Get / Check [my] [urgent] new / unread / read / saved voice messages [from] [Subscriber Name]

Some command phrases for accessing only voice messages are:

- *Check my voice messages.*
- *Get my urgent voice messages.*
- *Get new voice messages.*
- *Get my unread voice messages.*
- *Get my unread voice messages from Mike Mathews.*

Accessing E-Mail Messages

You can apply filters to the commands to access only read, unread or urgent e-mail messages. A typical messaging scenario for accessing only e-mail messages are:

Example: Accessing E-mail Messages Session

| | |
|------------|---|
| System | What would you like to do? |
| Subscriber | <i>Get new e-mail messages.</i> |
| System | You have five new messages. Message number one, an e-mail message from Karen Remick. |
| Message | <Message Subject> Information on trip. <Message Body Replay> Please plan on coming to the office next Wednesday with Tom for a three-hour meeting starting at one to discuss the new construction project. Thanks. |
| System | What would you like to do with this message? |
| Subscriber | <i>Next message.</i> |
| System | Message number two, an e-mail message from... |

Recognized Phrases

Use the following command phrases to access only your e-mail messages:

Get / Check [my] [urgent] [new-unread-read-saved] **e-mail messages** [from Subscriber]

Some command phrases for accessing only e-mail messages are:

- *Check my e-mail messages.*
- *Get my urgent e-mail messages.*
- *Get new e-mail messages.*
- *Get my unread e-mail messages.*
- *Get my unread e-mail messages from Mike Mathews.*

Accessing Fax Messages

You can apply filters to the commands to access only read, unread or urgent fax messages. A typical messaging scenario for accessing only fax messages are:

Example: Accessing Fax Messages Session

| | |
|------------|--|
| System | What would you like to do? |
| Subscriber | <i>Get new fax messages.</i> |
| System | You have one unread fax message. Message number one. |
| Message | <Message Subject> Three page fax from RightFax Server. <Message Body> ... |
| System | What would you like to do with this message? |

Recognized Phrases

Use the following command phrases to access only your fax messages:

Get / Check [my] [urgent] [new-unread-read-saved] **fax messages** [from Subscriber Name]

Some command phrases for accessing only fax messages are:

- *Check my fax messages*
- *Get my urgent fax messages*
- *Get new fax messages*
- *Get my unread fax messages*
- *Get my new fax messages from Mike Mathews*

Accessing Messages from a Specific Sender

You can apply filters to the commands to access only read, unread, or urgent messages. If your mailbox is configured for unified messaging, you can apply filters to the commands to access only messages of a particular type (voice, e-mail, or fax). A typical messaging scenario for accessing messages only from a specific user is as follows:

Example: Accessing Messages by Sender Session

| | |
|------------|---|
| System | What would you like to do? |
| Subscriber | <i>Get new messages from Mike Matthews.</i> |



| | |
|------------|--|
| System | You have two unread messages from Mike Mathews. Message number one, a voice message from Mike Mathews. |
| Message | <Message Body Replay> Paul, I'm going to be a little late for our meeting this afternoon. I'll call you when I get in the building. |
| System | What would you like to do with this message? |
| Subscriber | <i>Next message.</i> |
| System | Message number two, an e-mail message from... |

Recognized Phrases

Use the following command phrases to access messages from a specific subscriber:

Get / Check [my] [urgent] [new-read-saved] [voice-fax-e-mail] **messages from** <**Subscriber Name**>

Some command phrases for accessing messages from only a single subscriber are:

- *Get messages from Mike Mathews.*
- *Check my voice messages from Mike Mathews.*
- *Get my urgent e-mail messages from Mike Mathews.* 
- *Get new messages from Mike Mathews.*
- *Get my unread fax messages from Mike Mathews.* 

Accessing Missed Call Messages

If your mailbox is enabled with the Missed Call Notification feature of Personal Assistant, accessing the missed call messages in your mailbox is simple using the correct commands. It is also possible to access only the missed call messages sent by a specific internal MiCollab AM system user. You can apply filters to the commands to access only read, unread or urgent missed call messages. A typical messaging scenario for accessing messages is as follows:

Example: Accessing Missed Call Messages Session

| | |
|------------|--|
| System | What would you like to do? |
| Subscriber | <i>Get new call messages.</i> |
| System | You have two unread missed calls. Message number one, missed call 555-555-1212 matching your contact Paul Phillips. What would you like to do with this message? |
| Subscriber | <i>Next message.</i> |
| System | Message number two, missed call from... |

Recognizing Phrases

Use the following command phrases to access missed call messages:

Get / Check [my] [read-new-unread] **missed call(s)** [messages] [from Subscriber Name].

Some command phrases for accessing missed call messages are:

- *Check my missed calls.*
- *Get missed calls.*
- *Get my missed call messages from Mike Mathews.*
- *Get new missed call messages.*
- *Get my read missed call messages.*

Accessing Acknowledgement Messages

If your mailbox is enabled to use Personal Assistant, you can access your acknowledgement messages in your mailbox. It is possible to access only the acknowledgement messages a specific internal MiCollab AM system user sends. You can also apply filters to the commands to access only read, unread or acknowledgement messages. A typical messaging scenario for accessing acknowledgement messages is as follows:

Example: Accessing Acknowledgement Messages Session

| | |
|------------|---|
| System | What would you like to do? |
| Subscriber | <i>Get my acknowledgements.</i> |
| System | You have one unread acknowledgement message. Message number one: Acknowledgement message to 5553331212 matching your contact Paul Phillips. |
| Message | <Message Body Replay> Paul, I'm just heading into a meeting. I'll be out in about an hour and I'll call you then. Thanks. |
| System | What would you like to do with this message? |
| Subscriber | <i>Call back.</i> |
| System | Message number two, missed call from... |

Recognized Phrases

Use the following command phrases to access acknowledgement messages:

Get / Check [my] [read-new-unread] **acknowledgement** [messages] [from Subscriber Name].

Some command phrases for accessing acknowledgement messages are:

- *Check my acknowledgements.*
- *Get my acknowledgement messages from Mike Mathews.*
- *Get new acknowledgement messages.*
- *Get my read acknowledgement messages.*

Managing Message Playback

MiCollab AM supports a number of voice commands to help you manage your playback of messages. These commands include the ability to navigate between messages, skip messages and change the message playback speed.

Navigating the Message Queue

MiCollab AM supports a number of commands to allow you to move backwards and forwards in your message queue. There are commands for moving forward one or more messages, for moving backwards in the queue and for going to the beginning or end of the queue. A typical session where you are moving through your messages is as follows:

Example: Navigating the Message Queue Session

| | |
|------------|--|
| System | What would you like to do? |
| Subscriber | <i>Get new messages.</i> |
| System | You have five new messages. Message number one, a voice message matching your contact Paul Phillips |
| Message | <Message Body Replay> Hi John, This Paul Phillips. I need to talk to you right away about the plans for the second floor rebuild. Call me as soon as you get a chance. |
| System | What would you like to do with this message? |
| Subscriber | <i>Next message.</i> |
| System | Message number two, an e-mail message from Karen Remick. |
| Message | <Message Subject > Information on trip. <Message Body Replay> Please plan on coming to the office next Wednesday with Tom for a three hour meeting starting at one to discuss the new construction project. Thanks. |
| System | What would you like to do with this message? |
| Subscriber | <i>Previous message.</i> |
| System | Message number one, a voice message matching your contact Paul Phillips. |
| Message | <Message Body Replay> |

| | |
|--------|--|
| | Hi John, This Paul Phillips. I need to talk to you right away about the plans for the second floor rebuild. Call me as soon as you get a chance. |
| System | What would you like to do with this message? |

Recognized Phrases

You can use the following command phrases to navigate your message queue:

To move to the next message in the queue:

Next message

To move to the previous message in the queue:

Previous message

To move to the last message in the queue:

Last message

To move to the first message in the queue:

First message

To skip ahead a certain Number of messages:

Skip ahead Number messages

To skip back a certain Number of messages:

Skip back Number messages

To move to the beginning of the current message:

Review message

To move back six seconds in the current message:

Rewind

To move forward six seconds in the current message:

Fast forward

Managing Message Playback Speed

While listening to a message, you can change the speed of the message to play either slower or faster. Depending on the settings in your mailbox, a typical session where you adjusted the message speed is as follows:

Example: Managing Message Speed Session

| | |
|------------|--|
| System | What would you like to do? |
| Subscriber | <i>Get new messages.</i> |
| System | You have five new messages. Message number one, a voice message matching your contact Paul Phillips. |
| Message | <Message Body Replay> Hi John, This Paul Phillips. I need to talk to you... |
| Subscriber | <i>Increase speed.</i> |
| Message | ...about the second floor rebuild...Call me as soon as you... |
| Subscriber | <i>Fastest speed.</i> |

Recognized Phrases

Use the following phrases to control message speed:

To increase message playback speed incrementally:

Increase speed

To decrease message playback speed incrementally:

Decrease speed

To increase message playback speed to the fastest speed:

Fastest speed

To decrease message playback speed to the slowest speed:

Slowest speed

To reset speed to normal:

Normal speed

Replying to and Forwarding Messages with a Voice Message

Use voice commands to reply and forward your messages. Depending on how your mailbox is configured, you can forward and reply to voice messages and, if it is enabled for unified messaging, you can reply to and forward e-mail and fax messages as well.

Replying to Messages

You can reply to any voice message (and e-mail or fax message if you are configured for unified messaging) using simple speech commands. A typical session where you are replying to messages is as follows:

Example: Reply to Message Session

| | |
|------------|---|
| System | What would you like to do? |
| Subscriber | <i>Get new messages.</i> |
| System | You have five new messages. Message number one, a voice message matching your contact Paul Phillips. |
| Message | <Message Body Replay> Hi John, This Paul Phillips. I need to talk to you right away about the plans for the second floor rebuild. Call me as soon as you get a chance. What would you like to do with this message? |
| System | What would you like to do with this message? |
| Subscriber | <i>Reply to this message.</i> |
| System | Please record your message. |
| Subscriber | <i>Paul, I'll be back after lunch and I'll give you a call then.</i> |
| System | Say Send , Review , Continue recording or Cancel . |
| Subscriber | <i>Send.</i> |
| System | Message sent. What would you like to do with this message? |

Recognized Phrases

Use the following command phrases to reply to messages:

Reply [to] [this] [message]

Some command phrases for replying to messages are:

- *Reply to this message*
- *Reply to message*
- *Reply*

Forwarding a Message

You can forward any voice message, (e-mail, or fax message with unified messaging) using simple speech commands. You can forward messages to one or more internal recipients or to distribution lists. If you have Personal Assistant enabled in your mailbox, you can also forward messages to entries in your contacts. A typical session where you are forwarding messages is as follows:

Example: Forward a Message Session

| | |
|------------|---|
| System | What would you like to do? |
| Subscriber | <i>Get new messages.</i> |
| System | You have five new messages. Message number one, a voice message matching your contact Paul Phillips. |
| Message | <Message Body Replay> Hi John, This Paul Phillips. I need to talk to you right away about the plans for the second floor rebuild. Call me as soon as you get a chance. |
| System | What would you like to do with this message? |
| Subscriber | <i>Forward this message.</i> |
| System | Please record a brief forwarding message. |
| Subscriber | <i>Mike, can you send me a quick update on the second floor rebuild project. I need to meet with Paul after lunch to discuss the status. Thanks.</i> |
| System | Say the name of the person who should receive this message, Review , Re-record , Continue recording or Cancel . |
| Subscriber | <i>Mike Matthews</i> |
| System | Mike Mathews added. Say Send or the name of another person who should receive this message, Review , Re-record , Continue recording , Remove recipient , List recipients , or Cancel . |
| Subscriber | <i>Send.</i> |
| System | Message sent. What would you like to do? |

Recognizing Phrases

Use the following command phrases to reply to messages:

Forward *[this] [message]*

Some command phrases for replying to messages are:

- *Forward this message*
- *Forward message*
- *Forward*

Replaying to and Forwarding Messages with a Text Message

You can send text e-mail messages as new messages, replies, and when forwarding messages by selecting from the system's available templates. For more information in using text messages, see the [Using Text Messages](#) section of this guide.

Replaying to Messages with a Text Message

You can reply to voice messages (e-mail, or fax message with unified messaging) with a text message. A typical text message reply scenario is as follows:

Example: Reply to a Message with a Text Message Session

| | |
|------------|--|
| System | What would you like to do? |
| Subscriber | <i>Get new messages.</i> |
| System | You have five new messages. Message number one, a voice message matching your contact Paul Phillips. |
| Message | <Message Body Replay> Hi John, This Paul Phillips. I need to talk to you right away about the plans for the second floor rebuild. Call me as soon as you get a chance. |
| System | What would you like to do with this message? |
| Subscriber | <i>Reply with text.</i> |
| System | Please choose one of the following text e-mail responses or say Cancel: Call me, Contact my associate, Gone today, Gone until day, Gone until day and time, Gone until time, I agree, I will call you, Let's discuss further, Received your message, Setup a meeting. |
| Subscriber | <i>Contact my associate.</i> |
| System | The Contact My Associate reply asks the recipient to contact your associate to discuss the original message because you are currently out of the office. (When asked, say the name and telephone number of the associate.) Which Subscriber? |
| Subscriber | <i>Mike Matthews</i> |
| System | At which telephone number? |
| Subscriber | <i>505-555-1212.</i> |

| | |
|------------|--|
| System | Your e-mail is as follows: I am currently away from the office. For prompt assistance, please contact my associate, Mike Mathews at 505-555-1212. Thank you. John Tyler...Dynacom...Phone: 505-555-121 |
| Subscriber | <i>Send.</i> |
| System | Reply sent. What would you like to do with this message? |
| Subscriber | <i>Delete this message.</i> |

Recognized Phrases

Use the following command phrase to reply to messages with a text message:

Reply with text

Forwarding a Message with a Text Message

You can forward voice messages (e-mail, or fax message with unified messaging) with a text message. A typical text message forwarding scenario is as follows:

Example: Forward a Message with a Text Message Session

| | |
|------------|--|
| System | What would you like to do? |
| Subscriber | <i>Get new messages.</i> |
| System | You have five new messages. Message number one, a voice message matching your contact Paul Phillips |
| Message | <Message Body Replay> Hi John, This Paul Phillips. I need to talk to you right away about the plans for the second floor rebuild. |
| System | What would you like to do with this message? |
| Subscriber | <i>Forward with text</i> |
| System | Please choose one of the following text e-mail forwarding introductions or say Cancel : Assist customer, Assist me, For your information, Gone until day, Gone today, Gone until time, Gone until day and time, Setup a meeting, Take care of this. |
| Subscriber | <i>Assist customer</i> |
| System | The Assist Customer e-mail asks the recipient to help the customer with the issue in the attached message because you are out of the office. Your e-mail is as follows: |

| | |
|------------|---|
| | <p>I am currently away from the office and will not be able to address this customer's problem in a timely manner. I appreciate any help you can provide. If you have any questions, please call me. John Tyler at Dynacom, Phone: 505-555-1212.</p> <p>End of text message.</p> <p>Say the name of the person who should receive this message, Modify, Review, or Cancel.</p> |
| Subscriber | <i>Mike Matthews</i> |
| System | Mike Mathews added. Say Send or the name of another person who should receive this message, Modify , Review , Remove Recipient , List Recipients , or Cancel . |
| Subscriber | <i>Send</i> |
| System | Message sent. What would you like to do with this message? |

Recognized Phrases

You can use the following command phrase to forward messages with a text message:

Forward with text

Sending New Messages

You can send new voice messages and text messages using speech commands. You can address new messages to multiple recipients. The recipients can be other MiCollab AM system subscribers, distribution lists, and if your mailbox is configured for Personal Assistant you can send messages to your contacts as well.

Sending New Voice Messages

A typical scenario for sending a new message is as follows:

Example: Send a New Message Session

| | |
|------------|--|
| System | What would you like to do? |
| Subscriber | <i>Send a message.</i> |
| System | Please record your message. |
| Subscriber | <i>Mike, when you get a chance can you send me all of the estimates we have received so far for the second floor rebuild project? I'm going to look them over and then send them on to Paul before our meeting. Thanks.</i> |
| System | Say the name of the person who should receive this message, Review , Re-record , Continue recording , or Cancel . |
| Subscriber | <i>Mike Matthews</i> |
| System | Mike Mathews added. Say Send or the name of another person who should receive this message, Review , Re-record , Continue recording , Remove recipient , List recipients , or Cancel . |
| Subscriber | <i>Paul Phillips</i> |
| System | Paul Phillips added. Say Send or the name of another person who should receive this message, Review , Re-record , Continue recording , Remove recipient , List recipients , or Cancel . |
| Subscriber | <i>Send</i> |
| System | Your message has been sent. What would you like to do? |

Recognized Phrases

Use the following command phrases to send a new message:

Record / Send / Create [a / an] [new] [urgent] [voice] **message**

Some command phrases for sending a new message are:

- *Send a message*
- *Record a message*
- *Create a new voice message*
- *Send an urgent message*
- *Record a new message*

Sending New Text Messages

You can send new text messages using speech commands and address them to multiple recipients. The recipients can be other subscribers, distribution lists, and if your mailbox is configured for Personal Assistant you can send messages to your contacts as well. A typical scenario for sending a new text message would go as follows:

Example: Send a New Text Message Session

| | |
|------------|--|
| System | What would you like to do? |
| Subscriber | <i>Create a text e-mail.</i> |
| System | Please choose one of the following text e-mail messages or say Cancel , Call me , Can't reach you , Enjoyed speaking , Gone today , Gone until day , Gone until day and time , Gone until time , Out of office . |
| Subscriber | <i>Gone until day.</i> |
| System | The Gone Until Day e-mail provides a courtesy notice that you are out of the office but will be back on a particular date. When asked, say either the day of the week or the calendar date when you will be back in your office. For what day? |
| Subscriber | <i>Wednesday</i> |
| System | Your e-mail is as follows: I am currently away from the office until May 10th, 2010. If needed, feel free to call me. Thank you. John Tyler at Dynacom, Phone: 505-555-1212. End of text message. Please say the name of the person who should receive this message, Modify , Review , or Cancel . |
| Subscriber | <i>Mike Mathews</i> |
| System | Mike Mathews added. Say Send or the name of another person who should receive this message, Modify , Review , Remove recipient , List recipients , or Cancel . |
| Subscriber | <i>Send.</i> |
| System | Your message has been sent. What would you like to do? |

Recognized Phrases

Use the following command phrases to send a new text message:

Create a [new] text e-mail

Some command phrases for sending a new message are:



- *Create a text e-mail*
- *Create a new text e-mail*

Making Outgoing Calls

You can use the MiCollab AM VUI to make outgoing calls. Depending on how your mailbox is configured you can place calls to other MiCollab AM system users, to people who have left you a voice message, to known telephone numbers and, if your mailbox is configured for Personal Assistant, to the phone numbers associated with your contacts.

Making Calls

You can make the following types of calls from your inbox:

- Calling other MiCollab AM system users
- Calling specific telephone numbers
- Calling the person who left you a voice message
- Calling your contacts 
- Calling back from an acknowledgement message 

Calling MiCollab AM System Users

Use the Ring command to call other subscribers. If the user you are calling is using Personal Assistant and Availability, MiCollab AM calls them at the first number in their active call list. If they do not answer, MiCollab AM may automatically try the next number in their call list, or you may be prompted with the options to locate them, leave them a message, or try another person. If the person you are calling is not using Availability, MiCollab AM calls their primary device. A typical session where you are calling another user at their primary extension number is as follows:

Example: Calling a user at their desk session

| | |
|------------|----------------------------|
| System | What would you like to do? |
| Subscriber | <i>Ring Mike Mathews.</i> |
| System | One moment, please. |

Recognized Phrases

You can use the following command phrase to call another user:

Ring [Subscriber Name]

Some command phrases for sending a new message are:

- *Ring Mike Mathews.*

Locating MiCollab AM System Users

The *Locate* command works in exactly the same way as the *Ring* command except that when the person you are calling is using Availability, MiCollab AM skips the first number in their call list if all of the following are true:

- There is more than one number in their call list
- The first number is their primary device
- The first number is an extension

If the called user has a mobile phone as their primary device and it is the first number in their call list, it is not skipped. The primary purpose of the *Locate* command allows you to skip calling the other user's desk phone when you know they are not at their desk.

A typical session where you are locating another user is as follows:

Example: Calling a User at Their Desk Session

| | |
|------------|-----------------------------|
| System | What would you like to do? |
| Subscriber | <i>Locate Mike Mathews.</i> |
| System | One moment, please. |

Recognized Phrases

You can use the following command phrases to locate another user:

Locate / Find [Subscriber Name]

Some command phrases for sending a new message are:

- *Locate Mike Mathews.*
- *Find Mike Mathews.*

Calling Specific Telephone Numbers

You can make calls to any telephone number by simply speaking the number. Your system may require that you prefix the telephone number with any or all of the following (as applicable):

- Outside line access code
- National or international access code
- Area code or city code

If you are not sure what is required, try speaking the telephone number the same way you would dial it from your office phone.

A typical session where you are directly calling a telephone number is as follows:

Example: Calling a Specific Telephone Number Session

| | |
|------------|---------------------------------|
| System | What would you like to do? |
| Subscriber | <i>Dial 6 0 3 9 7 2 0 0 4 5</i> |
| System | One moment, please. |

Recognized Phrases

Use the following command phrase to call specific telephone numbers:

Dial [Telephone number]

Some command phrases for calling telephone numbers are:

- *Dial 2 0 5 9 9 1 6 4 7 2 2 9 8*
- *Dial 5 5 5 3 7 8 4*
- *Dial 4 1 6 2*

Calling People Back Who Have Left You a Voice Message

If your MiCollab AM receives ANI information of the person that left you voice messages, you can call them back while listening to the message. A typical session where you are calling the party who left you a voice message is as follows:

Example: Calling Back the Sender of a Voice Message Session

| | |
|------------|---|
| System | What would you like to do? |
| Subscriber | <i>Get new messages.</i> |
| System | You have five new messages. Message number one, a voice message matching your contact Paul Phillips. |
| Message | <Message Replay> Hi John, this is Paul Phillips. I need to talk to you right away about the plans for the second floor rebuild. Call me as soon as you get a chance. |
| System | What would you like to do with this message? |
| Subscriber | <i>Callback.</i> |
| System | Calling 2 4 0 4 2 5 1 6 6 9. To cancel, say Cancel or press star. One moment, please. |

Recognized Phrases

You can use the following command phrase to call the party who left you a voice message:

Callback

NOTE if the ANI number matches a contact, then call back options include each number plus the caller ID.

For example, "Please select the **business, mobile, home, or caller ID.**"

The caller ID number is the actual ANI number. If callback is to another subscriber, then their current availability setting is used (similar to what would happen if a Ring were to occur).

Calling Your Contact Entries

If your mailbox is enabled for Personal Assistant, you can make calls to any of your contacts. A typical session where you are calling one of your contacts is as follows:

Example: Calling a Phonebook Entry Session

| | |
|------------|--|
| System | What would you like to do? |
| Subscriber | <i>Call Paul Phillips.</i> |
| System | Which location? Please say one of the following: Business, Home, Mobile. |
| Subscriber | <i>Mobile</i> |
| System | Calling Paul Phillips. To cancel, say Cancel or press star. One moment, please. |

Recognized Phrases

Use the following command phrase to call the entry in your Phonebook:

Call [Contact Name]

The command phrase for calling someone in your Phonebook is:

- *Call Paul Phillips*

Calling Back from Your Acknowledgement Messages

If your mailbox is enabled for Personal Assistant and you record an acknowledgement message for a caller, you can call that person back while listening to the acknowledgement message. If the ANI number matches a contact then call back options include each number plus caller ID (e.g. please select business, mobile, home or caller ID). The caller ID number is the actual ANI number.

If callback is to another subscriber, then their current availability setting is used (similar to what would happen if a Ring were to occur).

A typical session where you are calling back from an acknowledgement message would go as follows:

Example: Calling Back the Recipient of an Acknowledgement Message Session

| | |
|------------|---|
| System | What would you like to do? |
| Subscriber | <i>Get new messages.</i> |
| System | You have five new messages. Message number one, acknowledgement message to Paul Phillips was: |
| Message | <Message Replay> Hi Paul. I'm just stepping into a meeting. I'll be out in about twenty minutes and I'll give you a call then. |
| System | What would you like to do with this message? |
| Subscriber | <i>Callback.</i> |
| System | Calling 2 4 0 4 2 5 1 1 6 8. To cancel, say Cancel or press star. One moment, please. |

Recognized Phrases

Use the following command phrase to call the recipient of an acknowledgement message:

Callback

Recording Your Calls

If your mailbox is enabled for Personal Assistant, you have the option of recording both incoming and outgoing calls. MiCollab AM places these recorded calls in your mailbox as voice messages. The decision to record a call must be made as you answer or place a call. You cannot begin recording after the call is already in progress.

You can record the following types of calls:

- Calls to other MiCollab AM system users
- Calls to specific telephone numbers
- Calls to your Phonebook entries

IMPORTANT It is illegal in some jurisdictions to record a call without the other party's consent. Check with your local governing body for details.

Recording Outgoing Calls

A typical session where you are recording an outgoing call to another MiCollab AM system user is as follows:

Example: Recording an Outgoing Call to Another Subscriber

| | |
|------------|--------------------------------------|
| System | What would you like to do? |
| Subscriber | <i>Ring and record Mike Mathews.</i> |
| System | One moment, please |

Recognized Phrases

Use the following command phrases to record outgoing calls:

NOTE If the call results in a whisper transfer, the *Record* option is not supported. In such case, the MiCollab AM system will inform you that the recording is not available.

If you are not familiar with the Whisper Transfer feature, refer to the [Using Whisper Transfer](#) section.

To record a call to another subscriber:

Ring and record [Subscriber Name]

To record a call to another subscriber you are locating:

Locate and record [Subscriber Name]

To record a call to another subscriber:

Dial and record [Telephone Number]

To record a call to a contact:

Call and record [Contact Name]

Some command phrases to record outgoing calls are:

- *Ring and record Mike Mathews.*
- *Locate and record Mike Mathews.*
- *Dial and record 2 0 5 9 9 1 6 4 7 2 2 9 8.*
- *Call and record Paul Phillips.*

Recording an Incoming Call

You can record your incoming calls. A typical session where you are recording an incoming call would go as follows:

Example: Recording an Incoming Call Session

| | |
|------------|---|
| System | You have a call from Mike Mathews. Please say Accept call, Reject call, Acknowledge call, Transfer call, or Review call. |
| Subscriber | <i>Accept and record.</i> |
| System | Go ahead please. |
| Subscriber | <i>Hello, this is John.</i> |

Recognized Phrases

NOTE If the call results in a whisper transfer, the *Record* option is not supported. In such case, the MiCollab AM system will inform you that the recording is not available.

If you are not familiar with the Whisper Transfer feature, refer to the [Using Whisper Transfer](#) section.

You can use the following command phrase to record an incoming call:

Accept and record

Continuous Connection

If you have a Personal Assistant enabled in your mailbox, you may be configured for continuous connection. With continuous connection, you can remain connected to your mailbox as you process messages, make outgoing calls, answer new incoming calls and even place existing calls on hold to answer a second call.

Continuous connection works both when you call to log in to your mailbox as well as when the MiCollab AM system calls you to connect a call. When completing an incoming call and the calling party hangs up, MiCollab AM prompts you to log into the system.

Continuous Connection When You Log in to Your Mailbox

A typical continuous connection session where you have called and logged onto your mailbox is as follows:

Example: Continuous Connection When You Log on to Your Mailbox Session

| | |
|----------------------|--|
| System | You have five new messages. Message number one: a voice message matching your contact Paul Phillips. |
| Message | <Message Replay> Hi John, this is Paul Phillips. I need to talk to you right away about the plans for the second floor rebuild. |
| System | What would you like to do with this message? |
| Subscriber | <i>Call back.</i> |
| System | Calling Paul Phillips. To cancel, say Cancel or press star. One moment, please. |
| <Ring...Ring...Ring> | |
| Paul | Hello, this is Paul. |
| Subscriber | <i>Hi, Paul. This is John, I got your message. What's up?</i> |
| Paul | I need you to send over the plans for the new project as soon as you can. |
| Subscriber | <i>Ok, I'll get a courier to get them over to you this afternoon.</i> |
| Paul | Thanks. That'll really help out. |
| Subscriber | <i>Bye.</i> |
| Paul | Bye. |

<Called party hang up>

| | |
|--------|---|
| System | The called party has disconnected. What would you like to do with this message? |
|--------|---|

| | |
|------------|-----------------------------|
| Subscriber | <i>Delete this message.</i> |
|------------|-----------------------------|

| | |
|--------|---|
| System | The message has been deleted. Message number two: an e-mail message from... |
|--------|---|

Continuous Connection When Answering an Incoming Call ^{PA}

A typical continuous connection session during which you answer an incoming call is as follows:

Example: Continuous Connection When Answering an Incoming Call Session

| | |
|--------|---|
| System | You have a call from Paul Phillips. Please say Accept call , Reject call , Acknowledge call , Transfer call , or Review call . |
|--------|---|

| | |
|------------|---------------------|
| Subscriber | <i>Accept call.</i> |
|------------|---------------------|

| | |
|--------|------------------|
| System | Go ahead please. |
|--------|------------------|

| | |
|------------|-----------------------------|
| Subscriber | <i>Hello, this is John.</i> |
|------------|-----------------------------|

| | |
|------|-------------------|
| Paul | Hi, this is Paul. |
|------|-------------------|

| | |
|------------|-----------------------------|
| Subscriber | <i>Hi, Paul. What's up?</i> |
|------------|-----------------------------|

| | |
|------|--|
| Paul | Listen, can you send Mike a message to remind him of our meeting this afternoon? |
|------|--|

| | |
|------------|------------------------------|
| Subscriber | <i>Sure, happy to do it.</i> |
|------------|------------------------------|

| | |
|------|----------------------------------|
| Paul | Thanks. That'll really help out. |
|------|----------------------------------|

| | |
|------------|-------------|
| Subscriber | <i>Bye.</i> |
|------------|-------------|

| | |
|------|------|
| Paul | Bye. |
|------|------|

<Called party hang up>

| | |
|--------|---|
| System | Please say or enter your security code. |
|--------|---|

| | |
|------------|----------------|
| Subscriber | <i>3 4 3 5</i> |
|------------|----------------|

| | |
|--------|---|
| System | Hello, John Tyler. What would you like to do? |
|--------|---|

| | |
|------------|------------------------|
| Subscriber | <i>Send a message.</i> |
|------------|------------------------|

Receiving and Handling Incoming Calls

You can use the MiCollab AM VUI to receive and transfer calls. The following types of actions for answering and transferring calls are available to you:

- Receiving screened calls
- Receiving screened calls with a Personal Assistant license
- Receiving calls while you are already in your mailbox
- Transferring calls to voice-mail
- Transferring calls to other MiCollab AM system users

When you answer a screened call, MiCollab AM presents you with options for handling the call. The available options are:

- To accept the call and be connected to the caller
- To reject the call (giving the caller the option to leave a message, try another person, or choosing the operator, if one is available)
- Review the call and have the caller name and options repeated

If you have a Personal Assistant enabled in your mailbox, MiCollab AM presents you with two additional screening options:

- To acknowledge the call, enables you to record a short message that plays to the caller, and then redirects them to your mailbox to leave a message.
- To transfer the call, unanswered, to another MiCollab AM system user or another of your devices

Receiving an Incoming Call with Call Screening (No Personal Assistant)

A typical session for answering a screened call would go as follows:

Example: Answering an Incoming Screened Call Session

| | |
|------------|---|
| System | Incoming call from Mike Mathews. Please say Accept call , Reject call , or Review call . |
| Subscriber | <i>Accept call.</i> |
| System | Go ahead please. |
| Subscriber | <i>Hello, this is John.</i> |

Receiving an Incoming Call with Call Screening (with Personal Assistant Enabled) ^{PA}

A typical session for answering a screened call is as follows:

Example: Answering an Incoming Personal Assistant Screened Call Session

| | |
|------------|--|
| System | Incoming call from Mike Mathews. Please say Accept call , Reject call , Acknowledge call , Transfer call , or Review call . |
| Subscriber | <i>Acknowledge.</i> |
| System | Record a brief acknowledgement message. |
| Subscriber | <i>Mike, I'm heading into a meeting just now. I'll be out in about an hour and I'll give you a call then. Thanks.</i> |
| System | <Announced To Caller> John Tyler is unavailable and left you this brief acknowledgement: Mike, I'm heading into a meeting just now. I'll be out for about an hour and I'll give you a call then. Thanks. Please say, Leave a message , Try another person , or Operator . |

Recognized Phrases

You can use the following command phrases to answer incoming calls:

To take the call:

Accept [and record] [call]

NOTE If the call results in a whisper transfer, the *Record* option is not supported. In such case, the MiCollab AM system will inform you that the recording is not available.

If you are not familiar with the Whisper Transfer feature, refer to the [Using Whisper Transfer](#) section.

To redirect the caller to your mailbox to take a message:

Reject [call]

To send the caller a brief message and then redirect them to your mailbox to leave a message:

Acknowledge [call]

To transfer the call to another user or to one of your other devices:

Transfer [this] [call]

Using Whisper Transfer

If your mailbox is enabled for Personal Assistant, your system administrator can enable Whisper Transfer.

This feature allows you to receive incoming calls when you are logged onto your mailbox. When you are in your mailbox and someone attempts to transfer to you through MiCollab AM, MiCollab AM plays a short tone in your ear and then states who is calling. You then have the option to take the call or ignore the call, in which case MiCollab AM forwards the caller to voice-mail.

This feature works whether you are listening to messages or on another telephone call through the MiCollab AM system.

Receiving a Whisper Transfer while Listening to Messages

A typical session for whisper transfer while listening to messages is as follows:

Example: Whisper Transfer While Listening to Messages Session

| | |
|------------|---|
| System | You have five new messages. Message number one, a voice message matching your contact: Paul Phillips. |
| Message | <Message Replay> Hi John, this Paul Phillips. I need to talk to you right away... |
| Subscriber | <i>Accept call.</i> |
| System | Go ahead, please. |
| Subscriber | <i>Hello, this is John.</i> |

Recognized Phrases

Use the following command phrases to process a whisper transfer while listening to messages:

To pause your session and take the call:

Accept [call]

To reject the caller (this gives the caller the option to leave a message, try another person, or transfer to the operator, if one is available):

Reject [call]

To send an acknowledgement message to the caller:

Acknowledge [call]

To transfer the caller to another user:

Transfer [call]

Receiving a Whisper Transfer When You Are on an Existing Call

A typical session for whisper transfer when you are on an existing call is as follows:

Example: Whisper Transfer While Listening to Messages Session

| | |
|------------|---|
| System | You have five new messages. Message number one, a voice message matching your contact: Paul Phillips. |
| Message | <Message Replay> Hi John, this Paul Phillips. I need to talk to you right away... |
| Subscriber | <i>Accept call.</i> |
| System | Go ahead, please. |
| Subscriber | <i>Hello, this is John.</i> |

Recognized Phrases

Use the following command phrases to process a whisper transfer while on an existing call:

To pause your current session and take the call:

[MiCollab AM-Seneca], **Hold call**

To accept the incoming call:

Accept [call]

To reject the call and send the caller to voice-mail:

Reject [call]

To send an acknowledgement message to the caller:

Acknowledge [call]

To transfer the caller to another user:

Transfer [call]

Holding Calls

If Personal Assistant is enabled in your mailbox, you can place an existing call on hold while you perform other actions in your mailbox (access messages, read your calendar, make an outgoing call, answer an incoming call). If you disconnect from MiCollab AM while there is still a call on hold, MiCollab AM keeps the held call connected for five minutes, allowing you time to call back in (from any device) and reconnect to the call.

Placing an Existing Call on Hold

A typical session for placing an existing call on hold would go as follows:

Example: Placing an Existing Call on Hold Session

On a call through the system

Do we know the date for the completion of the new building yet?

[Paul] *Mike said he was going to send you an e-mail on that this morning*

Hold on and I'll check my e-mail.

MiCollab AM, hold call

Call held. You have one held call. What would you like to do?

Get new e-mail from Mike Mathews

One moment, please. You have zero new e-mail messages from Mike Mathews. You have one held call. What would you like to do?

Get held call

The held call is retrieved

Paul, I don't have anything yet from Mike. I'll call him later and let you know the date.

Recognized Phrases

Use the following command phrases to place a call on hold:

- *[MiCollab AM- Seneca], Hold call*

You can use the following command phrase to retrieve a call from hold:

- *Get held call*

Transferring Calls

If Personal Assistant is enabled in your mailbox, your system administrator can configure your mailbox to allow transfers to any active call that was placed or received through the MiCollab AM system. You can transfer calls to the following destinations:

- Another system user
- A user's voice-mail Inbox
- Another of your devices

Transferring Calls to Another User

While on a call, you can transfer the call to another user. When transferring to another user, the session is as follows:

Example: Transfer Call to User Session

Ring...ring...ring

Hello, this is John.

[Paul] *Hi, this is Paul.*

Hey, Paul. What's up?

[Paul] *We're changing the meeting to three o'clock. Can you transfer me to Mike so I can be sure he's ready as well?*

Sure. Hold on a second.

John presses a speed dial key to call into MiCollab AM

Please say or enter your security code.

Three four three five

What would you like to do?

Transfer call

Transferring call, to whom?

Mike Mathews

Transferring to that extension, please complete the transfer now.

Recognized Phrases

You can use the following command phrases to transfer a call to another MiCollab AM system user:

- *Transfer [this] call*

You can also transfer a held call to another user by using the following command phrases:

- *Transfer held call [to] Subscriber Name*

Transferring Calls Directly to Another User's Voice Mailbox

You can transfer a call directly into another user's voice-mail inbox. A transfer to voice-mail session is as follows:

Example: Transfer call to another user's voice mailbox session

Ring...ring...ring

Hello, this is John.

[Paul] *Hi, this is Paul.*

Hey, Paul. What's up?

[Paul] *We're changing the meeting till three. Can you put me in Mike's voice-mail so I can leave him a message?*

Sure. Hold on a second.

John presses a speed dial key to call into MiCollab AM

Please say or enter your security code.

Three four three five

What would you like to do?

Transfer call to voice-mail

Transferring to voice-mail, whose voice mailbox?

Mike Mathews

Transferring to that extension, please complete the transfer now.

Recognized Phrases

Use the following command phrase to transfer a call to another user's mailbox:

- *Transfer [this] [call] to voice mail*

Transferring Calls to Another Device

If you have a Personal Assistant license, you can transfer an existing call to a different device (such as transferring a call from your desk phone to your mobile phone). A session for transferring a call to a different device would go as follows:

Example: Transfer a Call to a Different Device Session

Hey Paul, what's up?

[Paul] *Do you have a little time to talk about this afternoon's meeting?*

Sure. I'm just heading out of the office. Hold on while I transfer you to my mobile.

MiCollab AM, hold call

Call held, you have one held call. What would you like to do?

Transfer held call to [Company mobile]

Transferring call to [Company Mobile]. Is this correct?

Yes

What would you like to do?

Good bye

Ring...ring (new device)

You have a new call from John Tyler. Please say Accept call, Reject call, Acknowledge, Transfer, or Review call

Accept call

Recognized Phrases

You can use the following command phrases to transfer a call to another user's voice-mail inbox:

- *Transfer held call [to] [my] [Device Name] [device]*

Some typical command phrases to record an incoming call are:

- *Transfer held call to Company Mobile*
- *Transfer held call to my Primary extension*

Using Your Personal Address Book

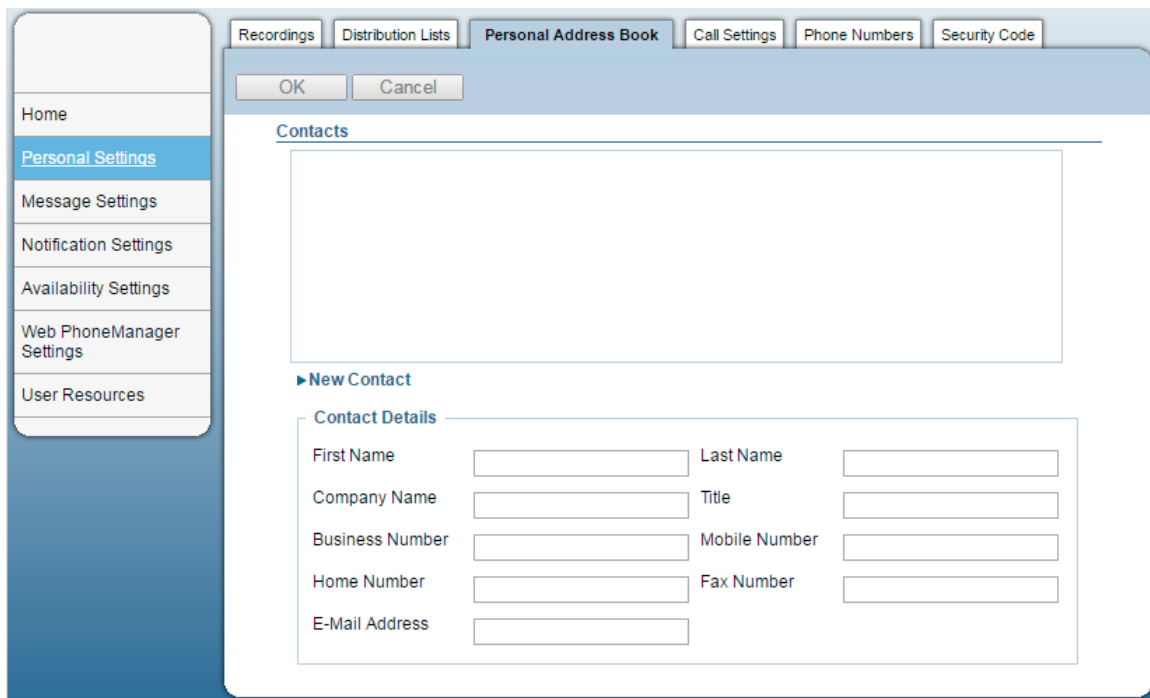
If your mailbox is configured for Personal Assistant, you have access to a personal MiCollab AM Personal Address Book. Use your MiCollab AM Personal Address Book to store contact information about the people with whom you communicate on a regular basis. The information can include their name, telephone numbers (home, business, fax and mobile) and e-mail address. Depending on how your system administrator configures your mailbox, there are two ways to get information into your Phonebook.

Synchronizing with an External Store

If you store your business contacts in either a Microsoft Exchange Contacts database or in a Lotus Notes Personal Address book (Domino Server), MiCollab AM can synchronize your MiCollab AM Personal Address Book with your groupware contacts. Whenever you add a new entry in your Outlook Contacts or your Lotus Notes Personal Address Book, the entry is also added to your MiCollab AM Phonebook.

Using an Internal Store

If you do not use Microsoft Exchange Contacts or a Lotus Notes Personal Address Book, or if you simply do not want to synchronize your MiCollab AM Personal Address Book with your groupware contacts, you can store separate Phonebook entries on MiCollab AM. You can add and maintain your Personal Address Book entries from the MiCollab AM Web PhoneManager web application.




The screenshot displays the MiCollab AM Web PhoneManager interface. On the left is a vertical navigation menu with links: Home, Personal Settings (highlighted), Message Settings, Notification Settings, Availability Settings, Web PhoneManager Settings, and User Resources. The main content area has a tabbed interface with tabs: Recordings, Distribution Lists, Personal Address Book (selected), Call Settings, Phone Numbers, and Security Code. Below the tabs are 'OK' and 'Cancel' buttons. The 'Personal Address Book' tab shows a 'Contacts' section with a large empty box. Below this is a 'New Contact' section with a 'Contact Details' form. The form includes input fields for: First Name, Last Name, Company Name, Title, Business Number, Mobile Number, Home Number, Fax Number, and E-Mail Address.

Figure 1. MiCollab AM Web PhoneManager

Using the Information in Your Personal Address Book

Use the information in your MiCollab AM Personal Address Book for the following activities:

- Sending new voice messages to your contacts
- Sending new text messages to your contacts
- Forwarding existing messages to your contacts
- Calling your contacts at any of their numbers
- Inviting your contacts to a new meeting
- Capturing additional Caller ID information
- Accessing information from your contacts

Use the names in your MiCollab AM Personal Address Book to perform most of the tasks described previously (sending messages, forwarding messages, making calls). The [Accessing Your Groupware Calendar](#)  section of this guide describes how you use the names in your MiCollab AM Phonebook to invite your contacts to meetings using your groupware calendar (for Microsoft Exchange and Lotus Notes users). The following page describes how to read the information within your MiCollab AM Phonebook from the telephone interface.

Accessing Personal Address Book Information

If you have entries in your MiCollab AM Personal Address Book (stored either internally or externally), you can access those entries and read the information they contain.

Example: Getting Personal Address Book Entry Information Session

What would you like to do?

Get contact info for Paul Phillips

Get contact information for Paul Phillips. Which number or item? Please say one of the following, Business, Home, Mobile, E-mail address, or Main Menu.

Mobile

Mobile number is 634-667-1212. Which number or item? Please say one of the following, Business, Home, Mobile, E-mail address, or Main Menu

Recognized Phrases

Use the following command phrases to access information in your Personal Address Book:

- *[Get-Lookup-Contact] [info-information] [for] Contact Name*

Some typical command phrases to record an incoming call are:

- *Get contact info for Paul Phillips*
- *Lookup Paul Phillips*

- *Contact information for Paul Phillips*

Updating Your Contacts List

Once you add a new contact, (from Microsoft Outlook or Lotus Notes) or, if you are maintaining your Phonebook directly from the Web PhoneManager application, you need to update your MiCollab AM Personal Address Book in order to move the new entries from your contacts database into your MiCollab AM Personal Address Book. There are three ways to update your Personal Address Book:

Automatic Update at Log on

If your system administrator configures your MiCollab AM Personal Address Book for automatic contacts refresh, your MiCollab AM Phonebook receives an automatic update from your Contacts database every time you log into your mailbox. If there has been a change to your contacts list, you hear the prompt *Please wait while your contacts are updated.* when you log on. This setting is ideal for users who very frequently add and delete entries from their Contacts.

Manual Update

If your mailbox is configured to update your Personal Address Book manually, you must update your MiCollab AM Personal Address Book from your Contacts database manually. While logged on, speak the command, *Update contacts*. The system's response is, *Please wait while your contacts are updated.*

Daily Update

If your mailbox is configured to update your Personal Address Book daily, the system updates your MiCollab AM Personal Address Book each day when it runs its Daily Maintenance routine.

NOTE Regardless of the way your MiCollab AM mailbox is set to refresh contacts, you can say *Update contacts* at any time to refresh your contacts.

Recognized Phrases

Use the following command phrases to update your Contacts:

- *[Refresh-Update] [my] [contact(s)] [list]*

Some command phrases to record an incoming call are:

- *Update contacts*
- *Refresh my contacts*
- *Update my contact list*

Creating a New Phonebook Entry from an E-mail Message

You can automatically add a new record to your Phonebook while listening to an e-mail message. If you are set up to synchronize your Phonebook to your Exchange Contacts or Lotus Notes Personal Address Book, MiCollab AM creates a new record in your contacts for you as well.

The new record contains the sender's name and e-mail address only, but you can use your groupware contacts program or Web PhoneManager to add the other relevant information at a later time. A session where you add a new contact from an e-mail message is as follows:

Example: Creating a New Phonebook Entry from an E-mail Message Session

What would you like to do?

Get new messages

You have five new messages. Message number one, an e-mail message from Karen Remick. Subject: Information on trip. Message body: Please plan on coming to the office next Wednesday with Tom for a three-hour meeting starting at one to discuss the new construction project. Thanks.

What would you like to do with this message?

Add sender

Sender added. What would you like to do with this message?

Recognized Phrases

You can use the following command phrase to add a new Phonebook entry from an e-mail message:

- *Add sender*

A command phrase for calling someone who left you a message is:

- *Add sender*

Accessing Your Groupware Calendar

If your mailbox is enabled to allow Personal Assistant features and you use either Microsoft Exchange or Lotus Notes for your groupware calendaring program, your system administrator can configure your mailbox to access your calendar and its features from the VUI.

You can access the following calendar features from the VUI:

- Reading your calendar
- Creating new appointments
- Creating new meetings
- Accepting or rejecting new meeting requests

Reading Your Calendar

A typical session where you access information from your calendar is as follows:

Example: Getting Calendar Information Session

What would you like to do?

Get my appointments for next Wednesday

One moment, please...You have two appointments on Wednesday, March 10th. Appointment number one is a meeting scheduled by Mike Mathews at 8:30 am for one hour. Subject: Discuss the new construction plans. Please say, Next appointment, Review, or Help for all options.

Next appointment

Appointment number two at 10:30 am for one hour. Subject: Budget planning meeting.

Please say, Next appointment, Review, or Help for all options

Main menu

Recognized Phrases

Use the following command phrases to access information from your calendar:

- *Get [my] [calendar-meetings-appointments] [for-on] [next-this] [today-tomorrow-yesterday-Date-Day of Week].*

Typical command phrases for calling someone who left you a message are:

- *Get my appointments for today*
- *Get my meetings on next Wednesday*
- *Get meetings for next Monday*

- *Get my calendar on January 14th*

Creating New Meetings and Appointments

You can create new meetings and appointments based on dates, days, and so forth. A typical session where you access information from your calendar is as follows:

Example: Creating a Meeting Session

What would you like to do?

Create a meeting

For which day

Next Wednesday

At what time

One PM

How long is the appointment

Two hours

Please record an introduction

Meeting to discuss new construction project

Your appointment is scheduled on Wednesday, September 30th, at one PM for three hours. The introduction is...meeting to discuss the new construction project. Please say, save appointment, review appointment, the name of a person to invite or help for all options.

Paul Phillips

Paul Phillips, contact...added. Say send or the name of another person who should receive this message

Mike Mathews

Mike Mathews...added. Say send or the name of another person who should receive this message

Send

Message sent, what would you like to do?

Recognized Phrases

Use the following command phrases to create a new meeting or appointment:

- *[Create-Schedule] [a-an] [new] [meeting-appointment] [on-for] [today-tomorrow-Date-Day of Week] [at] [Time] [for] [Duration].*

You can also use this command in the *Assist Mode*. If you issue one of the Calendar Assist commands, the system prompts you for all the other necessary information. Typical assist mode commands are:

- *Create a meeting*
- *Create an appointment*

- *Schedule a meeting*
- *Schedule an appointment*

Use the full command structure to include more information about the appointment or meeting you are trying to create. Some typical full command phrases for creating a meeting or an appointment are:

- *Create a new meeting for tomorrow at one o'clock for two hours.*
- *Schedule an appointment for next Monday at nine o'clock.*
- *Create meeting on January 10th at eight o'clock.*

Handling Meeting Requests

Use simple speech commands to process the meeting requests that your groupware (Microsoft Exchange or Lotus Notes) generates.

Example: Handling a Meeting Request Session

What would you like to do?

Get my meeting requests

You have one unread meeting request. Message number one, received Tuesday, March 15th at nine AM from Mike Mathews for the meeting scheduled on Thursday, March thirtieth at eleven AM for one hour. Subject: Meeting to discuss the new construction project. Please say, Accept, Tentatively accept, Decline, Review, or Help for all options.

Tentative

Meeting tentatively accepted. Would you like to record a voice response?

Yes

Please record your response

Mike, I got the meeting info. I'll bring the plans.

Would you like to Send, Review, Rerecord, Continue recording, or Cancel

Send

Response sent. End of one meeting request. What would you like to do?

Recognized Phrases

You can use the following command phrases to process meeting requests:

- *Accept*
- *Tentative(ly)[accept]*
- *Decline*

Maintaining Your Mailbox Settings

You can manage most of your mailbox settings using simple speech commands. You can:

- Record your name and greetings
- Change your security code
- Set your call handling options such as Call Screening, Call Blocking and Do Not Disturb
- Enable the Out of Office greeting
- Change your message notification and messaging forwarding status
- Review your current recordings
- Review your current mailbox settings

Recognized Phrases

You can use the following phrases to manage your mailbox settings:

To change your security code:

- *Change [my] security code*

To record your name:

- *Change [my] name*

To record your personal greeting:

- *Change [my] greeting*

To record your busy greeting:

- *Change [my] busy greeting*

To record your Out of Office greeting:

- *Change [my] out of office greeting*

To enable/disable your Out of Office greeting:

- *[Enable-Disable] [my] out of office greeting*

To enable/disable call blocking:

- *[Enable-Disable] call blocking*

To enable/disable call screening:

- *[Enable-Disable] call screening*

To enable/disable call waiting:

- *[Enable-Disable] call waiting*

To enable/disable Do Not Disturb:

- *[Enable-Disable] do not disturb*

To enable/disable missed call notification:

- *[Enable-Disable] missed call logging*

To enable/disable message forwarding:

- *[Enable-Disable] message forwarding*

To enable/disable call out message notification:

- *[Enable-Disable] message notification*

To enable/disable daily message reminder:

- *[Enable-Disable] daily message reminder*

To enable/disable e-mail (SMS\SMTP) notification:

- *[Enable-Disable] SMS notification*

Reviewing Your Current Settings

Use the VUI to review the current settings of your mailbox. A session where you review your settings is as follows:

Example: Review Mailbox Settings Session

What would you like to do?

Review settings

Your settings are as follows: Availability is on, Availability Extension and locate will be active indefinitely, Call screening is off, Call Waiting is on, Do Not Disturb is off, Out of Office Greeting is off, Missed Call Logging is on, SMS notification is off, Immediate Message Notification is on, Daily Message Reminder is off.

Recognized Phrases

Use the following command phrase to review your current settings:

- *[Check-Review] [my] settings*

Reviewing Your Current Greetings

Use the VUI to check your current greetings. A session where you review your greetings is as follows:

Example: Review Current Greetings Session

What would you like to do?

Review greetings

Standard greeting is, Hello, this is John Tyler. Please leave me a message and I'll get back to you as soon as I can. Out of office greeting is not recorded.

Recognized Phrases

Use the following command phrase to check your current greetings:

- *Review [my] greetings*

Managing Your Personal Assistant Availability Settings

If your mailbox is enabled to use the Personal Assistant features, your system administrator can configure your mailbox with availability call lists and schedules. The purpose of these lists is to change the routing of your incoming calls to different devices based on the time of day and day of week. The administrator can add all of your telephone devices to your mailbox such as your:

- Desktop extension
- Business mobile phone
- Personal mobile phone
- Home telephone
- Home office number

As a subscriber you can create schedule overrides to override the current normal schedules and re-route your calls to one of your call lists or schedules, bypassing the normal schedule. Using one of several available tools, you can enable an override indefinitely (it remains in place until you change it), for a specific duration of time, or until a specific time and date occurs.

You can enable and disable availability overrides from the following tools:

MiCollab AM Web PhoneManager

Web PhoneManager is the web client for accessing and maintaining your mailbox.

MiCollab AM Mobile Web PhoneManager

Mobile Web PhoneManager is a web client designed specifically for mobile devices. Use it to change your availability settings.

The MiCollab AM VUI

You can easily manage your availability override settings from the telephone interface. Using this feature, you can:

- Enable and change an override to your availability setting.
- Remove an override and go back to your normal availability schedule.
- Enable and disable your temporary number.
- Change your temporary number.

Managing Your Schedule and Overrides

You can implement overrides to your availability schedule using the VUI by redirecting incoming calls to any of your Call Lists or Schedules (you can view your Call Lists and Schedules in Web PhoneManager or ask your system administrator for a list of Schedules and Call Lists).

A session in which you change your availability is as follows:

Example: Change Availability Session

What would like to do?

Change my availability to Mobile until tomorrow at eight A. M.

Availability Mobile will be active until Monday, March sixth at eight A.M. What would you like to do?

Removing your override is just as simple. Return to your regular schedule with a simple command. A session in which you return to your normal schedule is as follows:

Example: Change Availability Session

What would like to do?

Availability normal

Your normal weekly schedule is now active. What would you like to do?

Recognized Phrases

Use the following command phrases to implement an availability override:

- Change [my] availability [to] Availability Name [for] Duration
- Change [my] availability [to] Availability Name [until] [today-tomorrow-Day of Week-Date] [at] Time.

Typical command phrases for changing availability schedules are:

- *Change my availability to Mobile*
- *Change availability to Mobile for one hour*
- *Change availability to Workday until five PM*
- *Change my availability to Do Not Disturb until Tuesday at eight AM*

Use the following command phrases to remove an override and return to your normal schedule.

- Return to normal availability
- Availability normal

Enabling and Changing Your Temporary Number

Your system administrator can enable your mailbox to use a temporary number. A temporary number is a device that you can change the telephone number of, using the VUI (you can change some of your other numbers using Web PhoneManager). The purpose of a temporary number is to allow you route your incoming calls to a device that you normally do not use.

For example, a hotel's direct line, a relative's house, or a temporary loaner mobile phone. Use the speech interface to enable a temporary number, and then change the number.

A session in which you enable and change your temporary number is as follows:

Example: Enabling your Temporary Number Session

What would like to do?

Enable my temporary number

The current temporary number is six zero one five two nine eight seven six four. Would you like to change this number?

Yes

Please say a new temporary number or cancel.

Seven zero six two on three four four two seven

You said, seven zero six two on three four four two seven. Is that correct?

Yes

Availability: Temporary will be active indefinitely. What would you like to do?

Recognized Phrases

You can use the following command phrases to enable your temporary number:

- *Enable [my] temporary number*

Disabling your temporary number involves choosing another routing option or returning to the normal availability settings.

Enabling and Disabling Availability Processing

You can completely disable availability processing for your mailbox. When you disable availability processing and an outside caller attempts to transfer to you, the system transfers the call directly to your primary device.

Your primary device may be your desktop, your home office number, or your mobile device. If you do not know what device is configured as your primary device is, ask your system administrator.

Disabling and enabling availability requires a simple voice command. A session in which you disable availability processing is as follows:

Example: Disabling Availability Processing Session

What would like to do?

Disable availability processing

Availability processing is now off. What would you like to do?

Recognized Phrases

Use the following command phrases to enable or disable your availability processing:

- Disable availability processing
- Enable availability processing

Available DTMF Commands

When using the MiCollab AM VUI, all functionality is available using speech commands. This allows for a completely hands free experience.

There may be times, however, when you would like to use DTMF keys within the VUI. In extremely noisy situations, it may be necessary to switch to the standard DTMF Telephone User Interface (TUI) that you can do at any time by pressing **# 1**.

You may also wish to use DTMF keys occasionally for speed or privacy reasons (such as entering your mailbox password using DTMF keys as opposed to speaking it aloud.) For these situations, use the following DTMF keys from within the MiCollab AM VUI to enhance system performance, compensate for temporary noise conditions, or for privacy reasons.

Table 3. DTMF Key Commands

| DTMF Key | Command |
|-----------------------------|---|
| 0 – 9 | To log on to your mailbox and enter your password |
| 1 | Same command as <i>Get new messages</i> |
| 2 | Same command as <i>Send a message</i> |
| 3 – 7, 0 | Same command as <i>Help</i> |
| 8 + Extension Number | Same command as <i>Ring [Subscriber Name]</i> |
| 9 + Extension Number | Same command as <i>Locate [Subscriber Name]</i> |
| * | Same command as <i>Main Menu</i> |
| # | Prompts for Touch Tone options |
| # + # | Releases the caller from an active call |

Using Text Messages

It is possible for mobile users to generate pure text e-mails from the telephone interface. This is done by using speech commands to select elements that are used to create a fully text e-mail message. MiCollab AM 6.1 has this functionality. This feature allows users to create three types of e-mail messages using the following commands:

- *Create a text e-mail*

Generate a new e-mail message and address it to anyone on the system or in your contact list.

- *Reply with text*

Reply to any existing e-mail message.

- *Forward with text*

Forward an existing e-mail message to anyone on the system or in your contact list.

In each case, when you speak one of the commands listed above, the system prompts you for the input necessary to create and address the e-mail message. Each message type (new, reply and forwarded) supports a number of templates that a user can select to build their e-mail message. This allows users to communicate through e-mail, sending pure e-mail messages while using speech commands from any telephone to perform the functionality. *MiCollab AM is the first and currently the only system offering this functionality.*

Create a New Text E-mail

The *Create a text e-mail* command allows you to create new e-mail messages, and then address them to system users and Contact members. There are eight possible templates for this command:

- *Call me*
- *Can't reach you*
- *Enjoyed speaking*
- *Gone today*
- *Gone until day*
- *Gone until time*
- *Out of office*
- *Out of office until date and time*

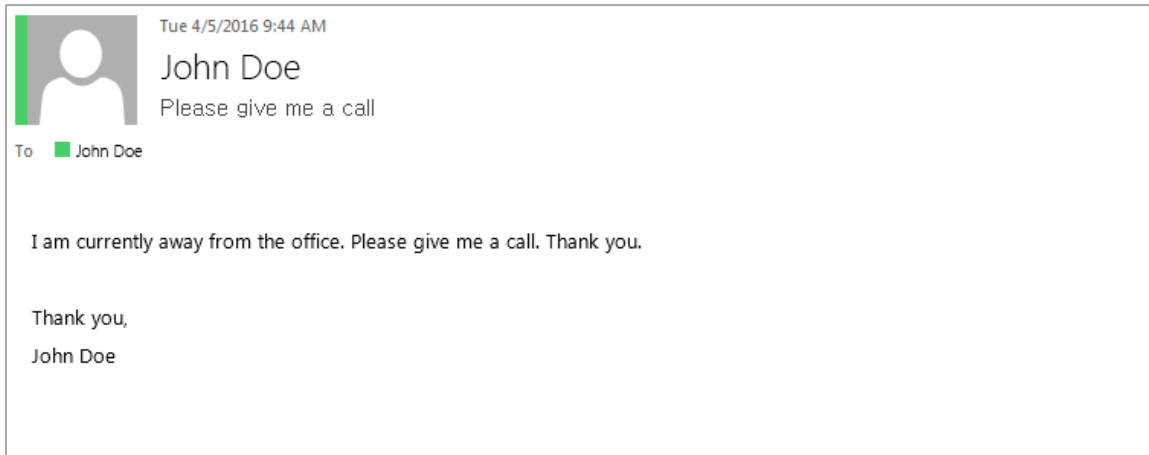
Some of these templates prompt the user for extra information such as dates and times that are then included in the e-mail message. Examples of the templates are as follows:

Call Me

The *Call me* template enables you to send a new message to a user asking them to call you.

For example:

I am currently away from the office. Please give me a call. Thank you.

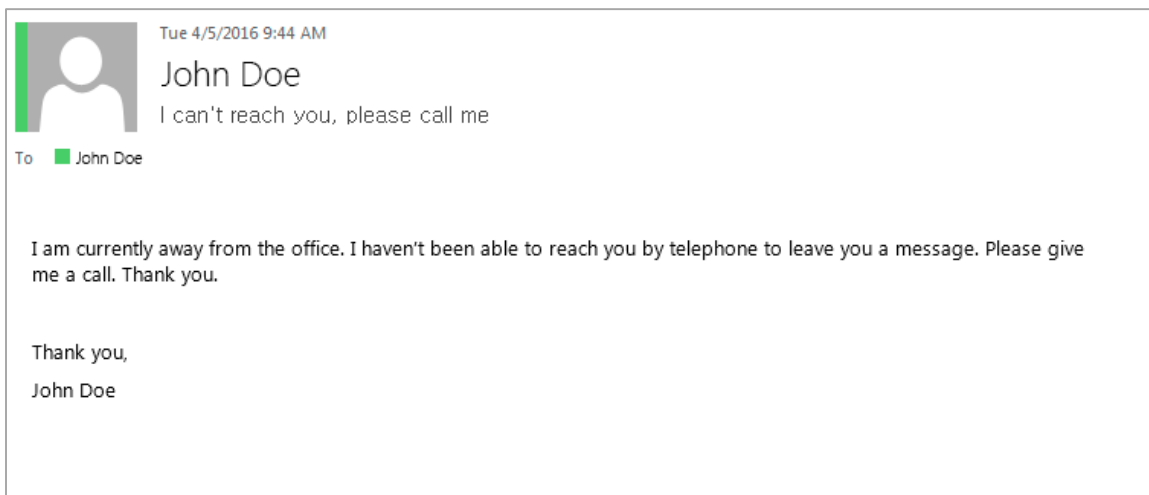


Can't Reach You

The *Can't reach you* template enables you to create a new e-mail to inform others you tried to reach them but were unable to do so, and then ask them to give you a call.

For example:

I am currently away from the office. I haven't been able to reach you by telephone to leave you a message. Please give me a call. Thank you.

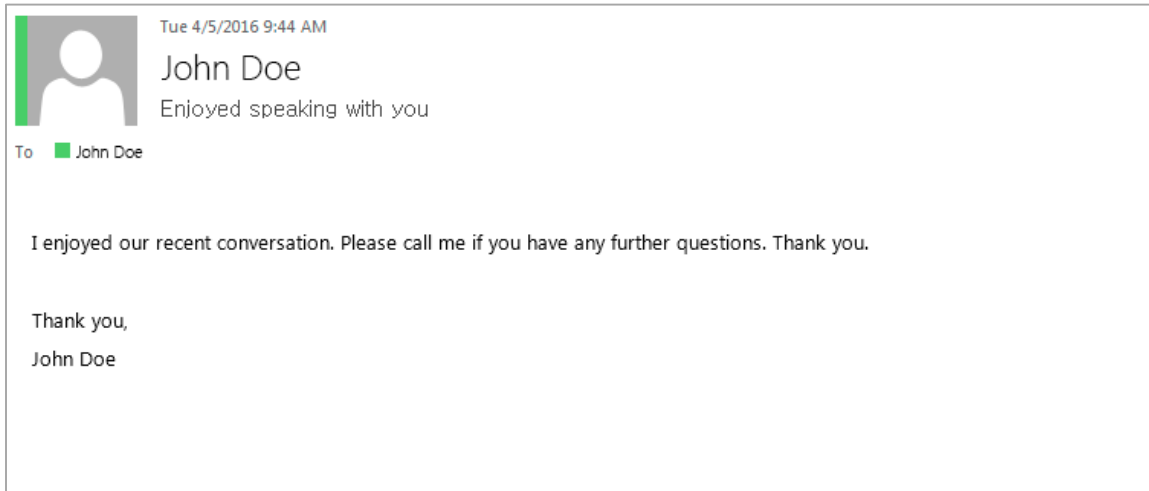


Enjoyed Speaking

The *Enjoyed speaking* template sends a new e-mail to tell the recipient that you enjoyed a prior conversation with them, and then prompts them to call you if needed.

For example:

I enjoyed our recent conversation. Please call me if you have any further questions. Thank you.

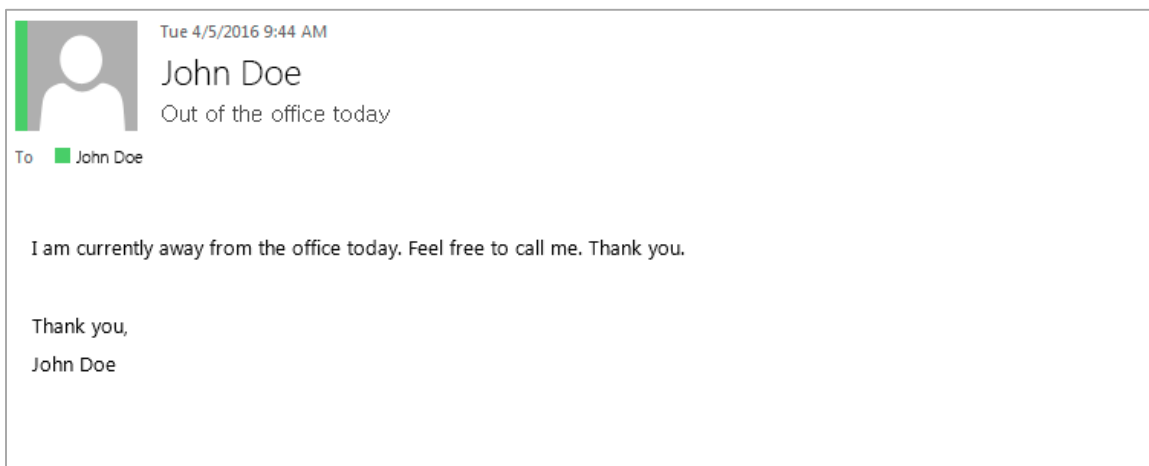


Gone Today

The *Gone today* template enables you to send an e-mail to let the recipient know you are out of the office.

For example:

I am currently away from the office today. Feel free to call me. Thank you.

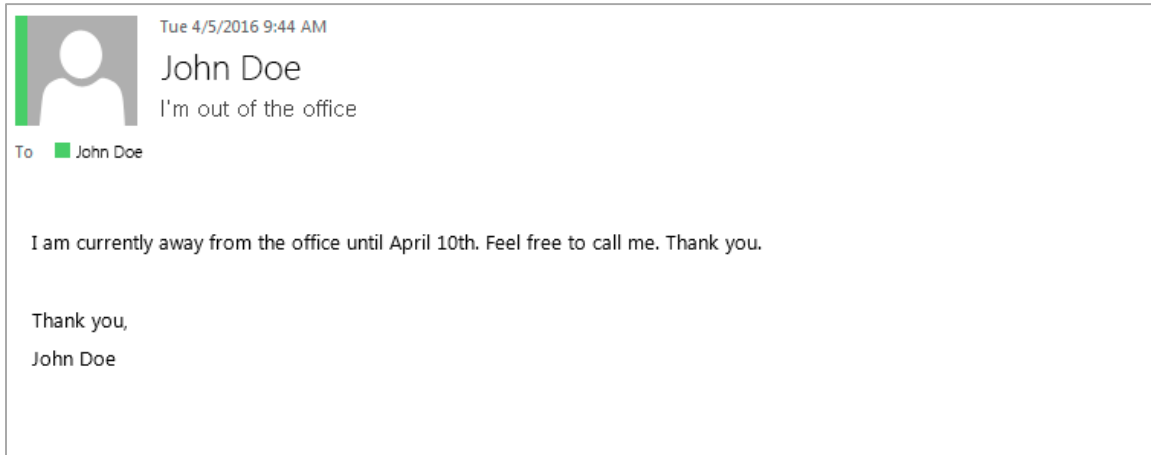


Gone Until Day

The *Gone until today* e-mail provides a courtesy notice that you are out of the office, but are returning on a particular date. When prompted, say either the day of the week or the calendar date when you are planning to be back in your office.

For example:

I am currently away from the office until April 10h. Feel free to call me. Thank you.

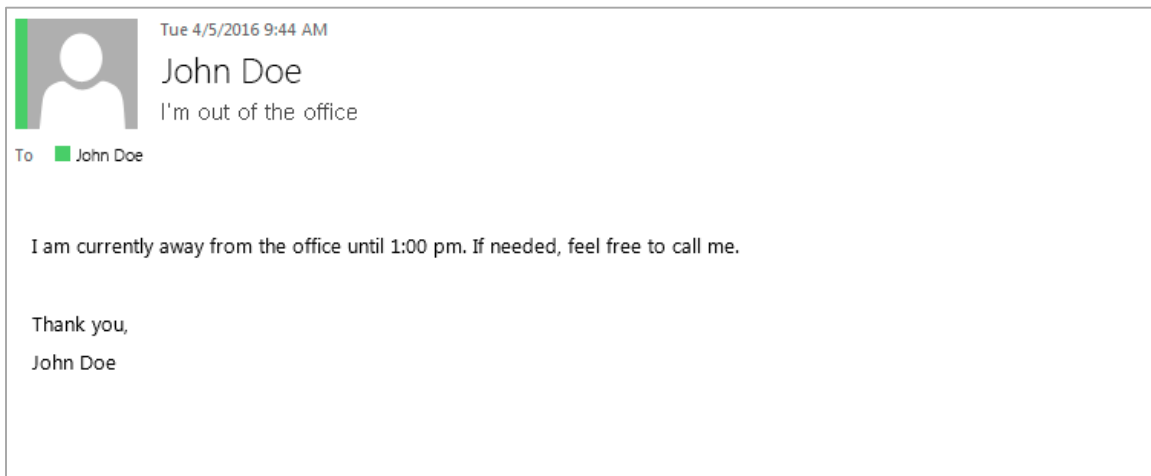


Gone Until Time

The *Gone until time* e-mail provides a courtesy notice that you are out of the office until a particular time today. When prompted, say the time you plan to be back in the office.

For example:

I am currently away from the office until one PM. Feel free to call me. Thank you.

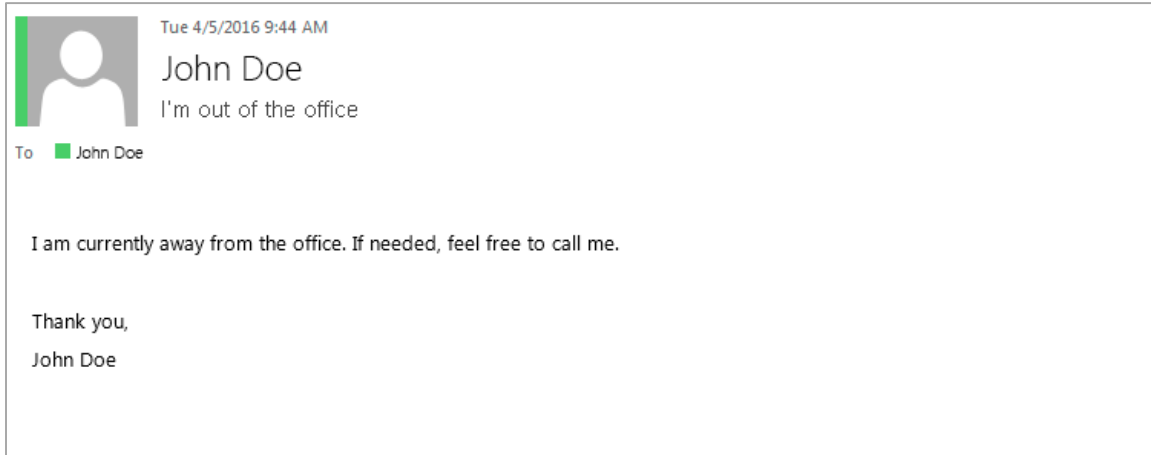


Out of Office

The *Out of office* e-mail provides a courtesy notice that you are out of the office but does not indicate your return date or time.

For example:

I am currently away from the office. Feel free to call me. Thank you.

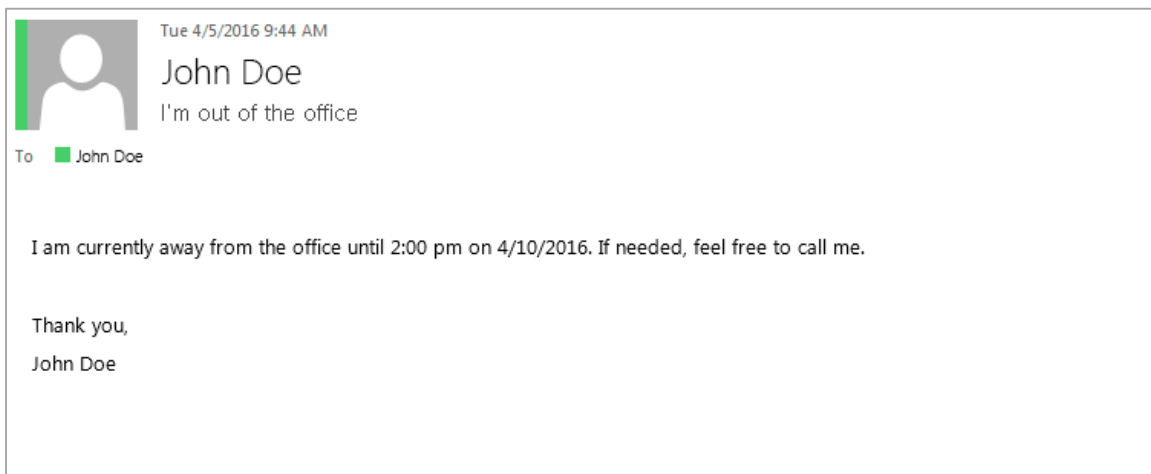


Out of Office Until Date and Time

The *Out of office until date and time* e-mail provides a courtesy notice that you are out of the office but plan to be back on a particular date and time. When prompted, say the time and either the day of the week or the calendar date when you plan to be back in your office.

For example:

I am currently away from the office and won't be back until 2 PM on April 10th, 2016. Feel free to call me. Thank you.



Reply with Text

The Reply with text templates allow you to reply to e-mail messages or voice messages from internal senders with a pure text e-mail message. You can use eleven templates with this command:

- *Call me*
- *Contact my associate*
- *Gone today*
- *Gone until day*
- *Gone until time*
- *I agree*
- *I will call you*
- *Let's discuss further*
- *Out of office until date and time*
- *Received your message*
- *Setup a meeting*

Some templates prompt the user for extra information such as dates, times, and system users. MiCollab AM then includes the information in the e-mail message. Examples of the templates are as follows:

Call Me

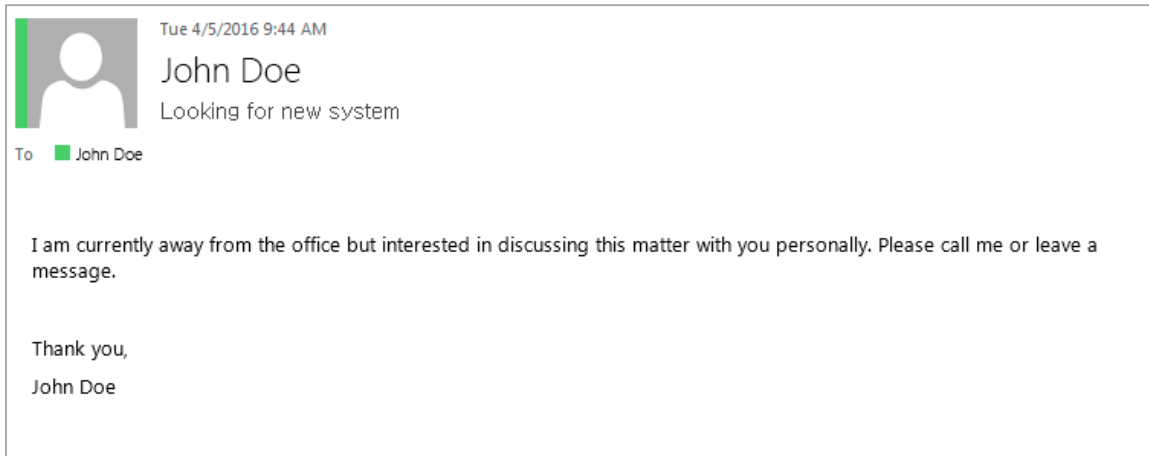
The *Call me* template enables you to reply to a message asking the sender to give you a call.

Session Audio

The *Call me* reply asks the recipient to call you to discuss the original message because you are currently out of the office.

For example:

I'm currently away from the office but are interested in discussing this matter with you personally. Please call me or leave a message. Thank you.



Contact My Associate

The *Contact my associate* reply message asks the sender of the original message to contact another MiCollab AM system user and gives the recipient a contact telephone number.

Session Audio

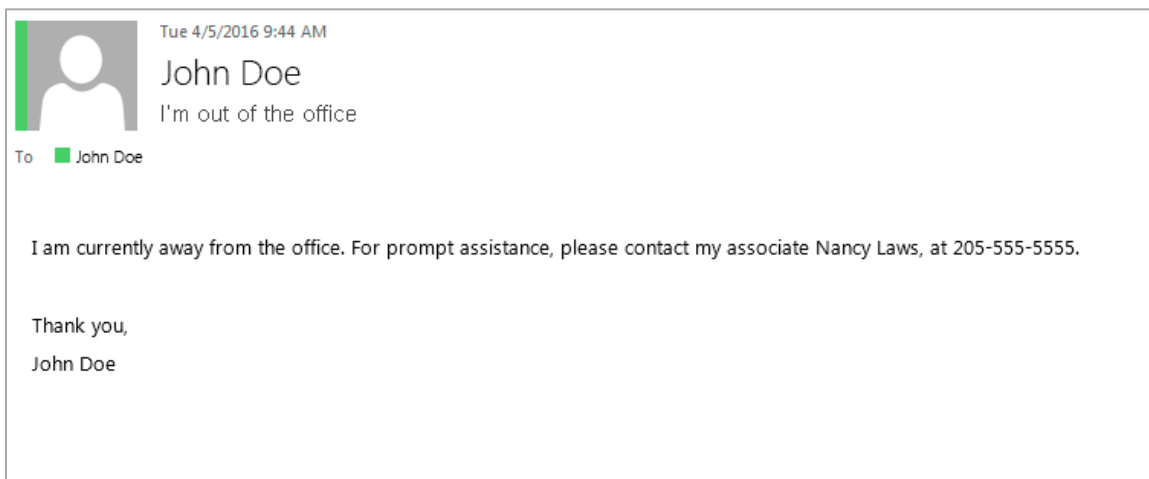
The *Contact my associate* reply asks the recipient to contact your associate to discuss the original message. When asked, say the name and telephone number of the associate.

Example:

Which subscriber? Nancy Laws

What is the telephone number? 206-555-5555

I am current away from the office. For prompt assistance, please contact my associate, Nancy Laws at 206-555-5555. Thank you.



Gone Today

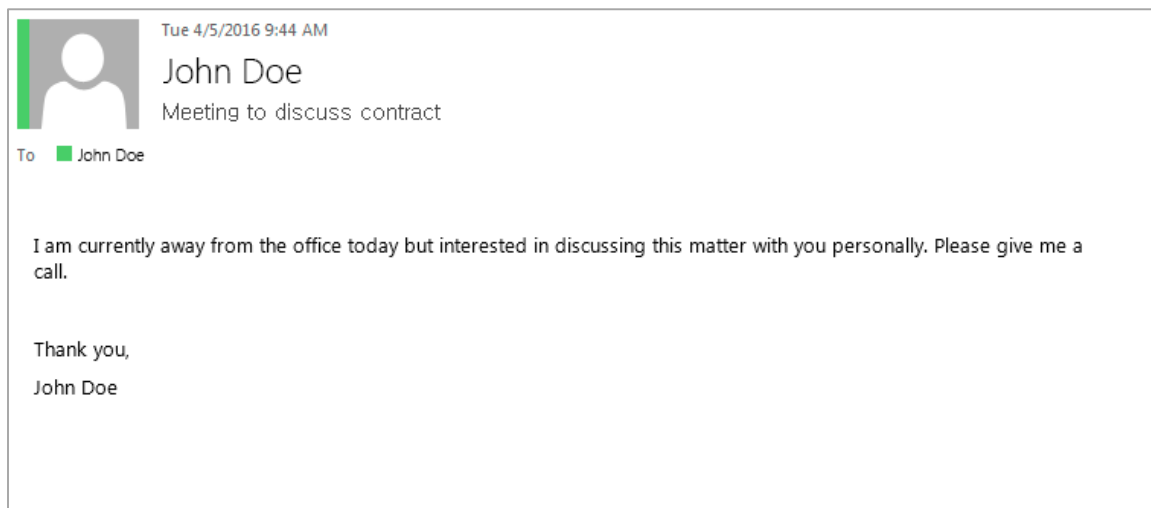
The *Gone today* reply message sends an e-mail to let the sender of the original message know you are out of the office that day.

Session Audio

The *Gone today* reply provides a courtesy notice that you are out of the office for the day but you can still be reached by telephone.

For example:

I am currently away from the office today but are interested in discussing this matter with you personally. Please give me a call. Thank you.



Gone Until Day

The *Gone until day* reply message tells the sender of the original message you are out until a specific day/date.

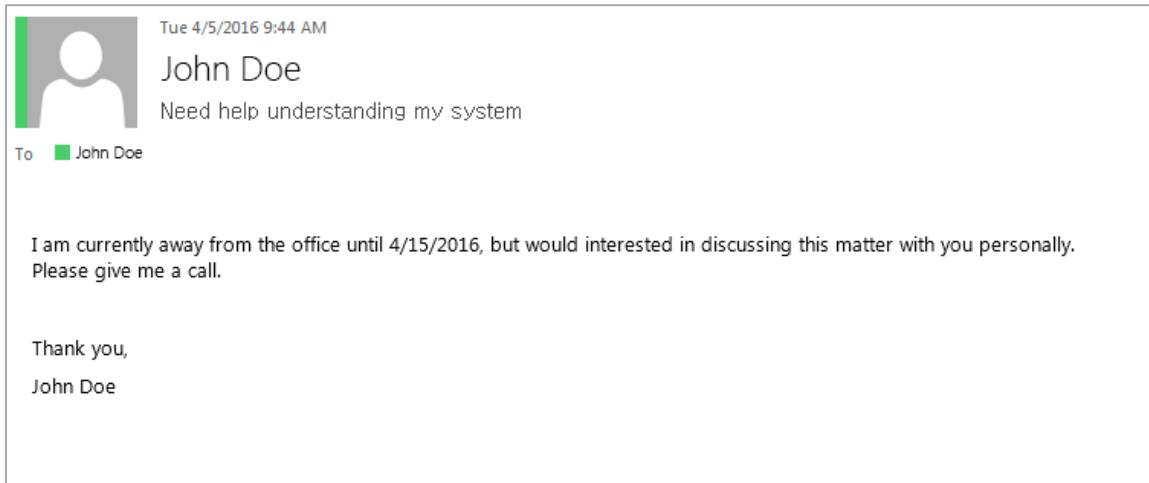
Session Audio

The *Gone until day* reply provides a courtesy notice that you are out of the office but plan to be back on a particular date. When asked, say either the day of the week or the calendar date when you plan to be back at the office.

For Example:

For what day? April 15th

I am currently away from the office until April 15th, 2016, but interested in discussing this matter with you personally. Please give me a call. Thank you.



Gone Until Time

The *Gone until time* reply message tells the sender of the original message you are out until a specific time.

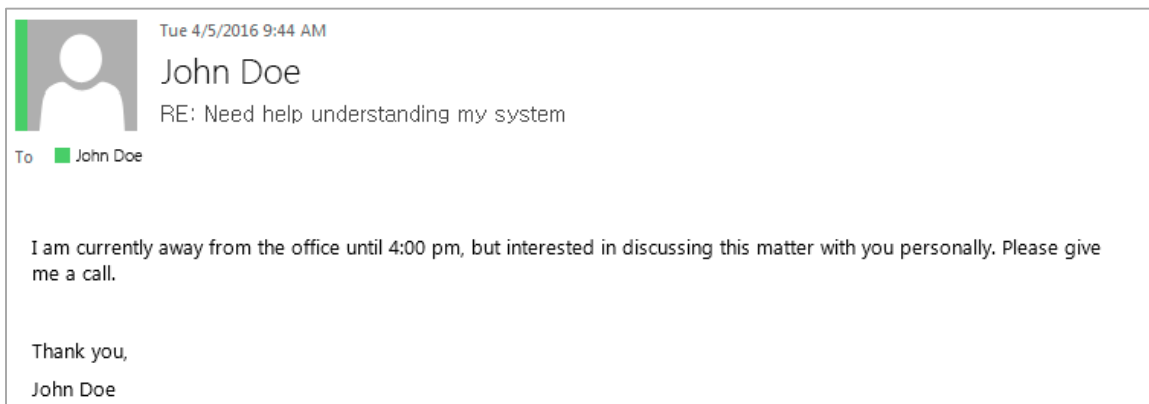
Session Audio

The *Gone until time* reply provides a courtesy notice that you are out of the office until a particular time today. When asked, say the time you plan to be back in the office.

For Example:

At what time? 4:00 PM

I am currently away from the office until 4:00 PM but are interested in discussing this matter with you personally. Please give me a call. Thank you.



I Agree

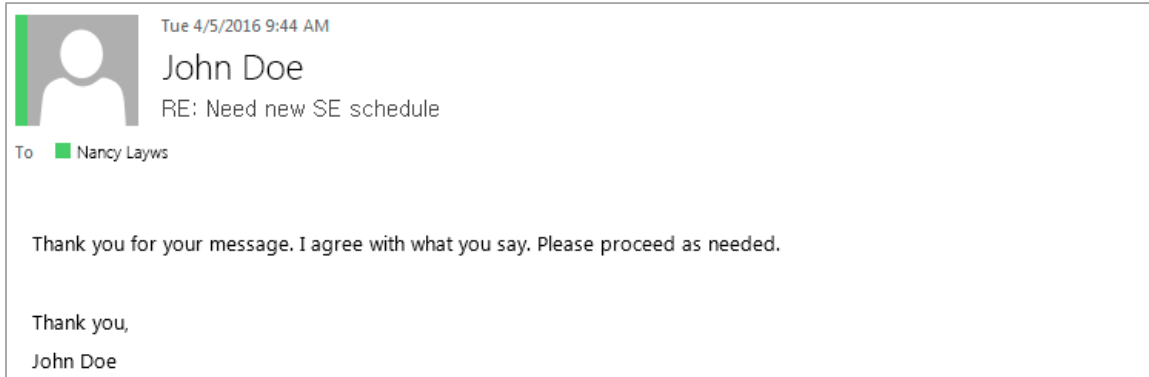
The *I agree* reply message tells the message sender that you agree with the content of the e-mail.

Session Audio

The *I agree* reply simply informs the recipient that you agree with the original message and that he or she may proceed as necessary.

For example:

Thank you for your message. I agree with what you say. Please proceed as needed. Thank you.



I Will Call You

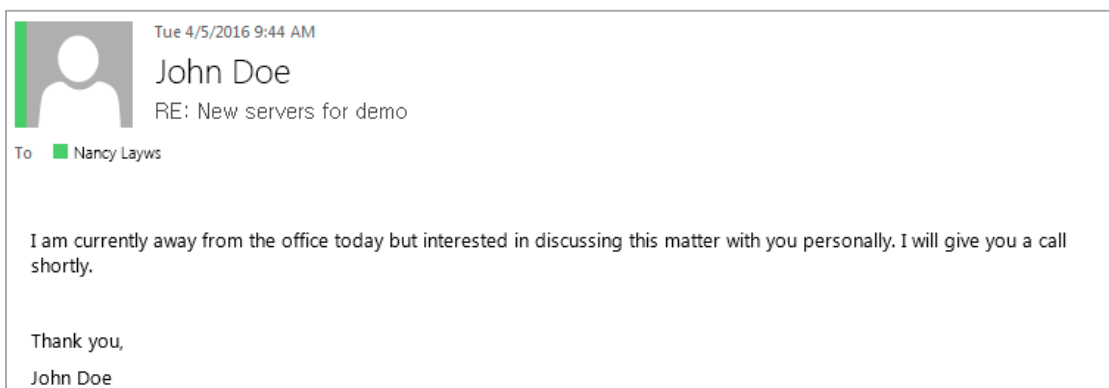
The *I will call you* reply message tells the recipient you received the message and plan to give them a call.

Session Audio

The *I will call you* reply informs the recipient that you are currently out of the office but plan to call shortly to discuss the message.

For example:

I am currently away from the office, but I am interested in discussing this matter with you personally. I will give you a call shortly. Thank you.



Let's Discuss Further

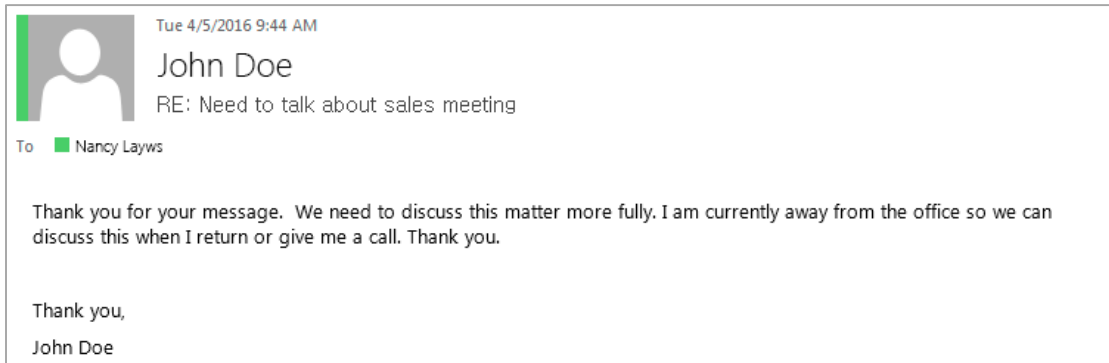
The *Let's discuss further* reply message acknowledges the receipt of the e-mail and tells the original sender that you desire to discuss this message further.

Session Audio

The *Let's discuss further* reply informs the recipient that you are currently out of the office but that you would like to discuss the message further when you return to the office. As an alternative, the recipient may call you.

For example:

Thank you for your message. We need to discuss this matter more fully. I am currently away from the office so we can discuss this when I return or give me a call. Thank you.



Out of Office until Date and Time

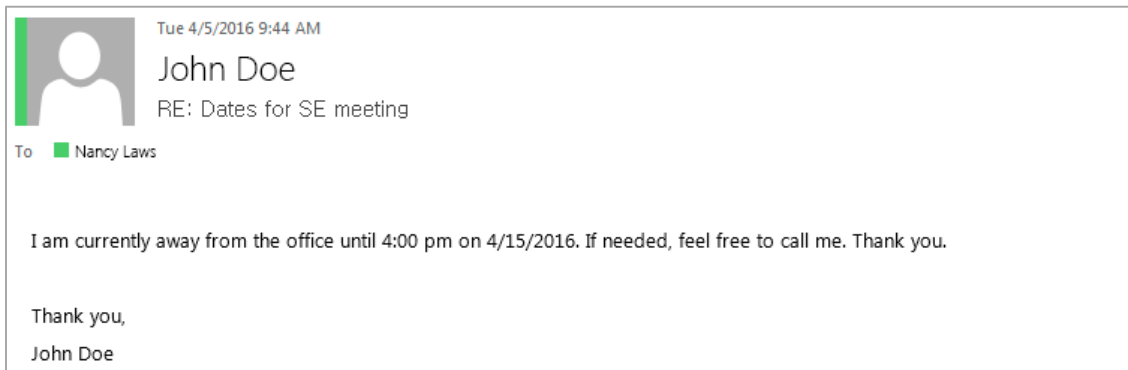
The *Out of office until date and time* reply message enables you to inform the original sender that you are out of the office and plan to return at a specific time on a specific day/date.

Session Audio

The *Out of office until date and time* reply provides a courtesy notice that you are out of the office but plan to be back on a particular date and time. When asked, say the time and either the day of the week or the calendar date when you plan to be back in your office.

For example:

I am currently away from the office until four pm on April 15th, 2016. If needed, feel free to call me. Thank you.



Received Your Message

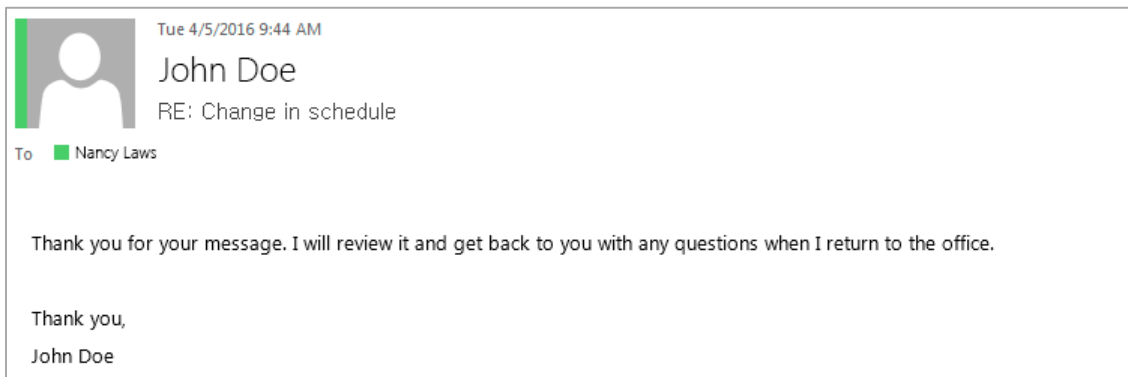
The *Received your message* reply enables you to simply confirm the receipt of a message.

Session Audio

The *Received your message* reply simply thanks the sender for their message and indicates you intend to review it further when you return to the office.

For example:

Thank you for your message. I will review it and get back to you with any questions when I return to the office. Thank you.



Setup a Meeting

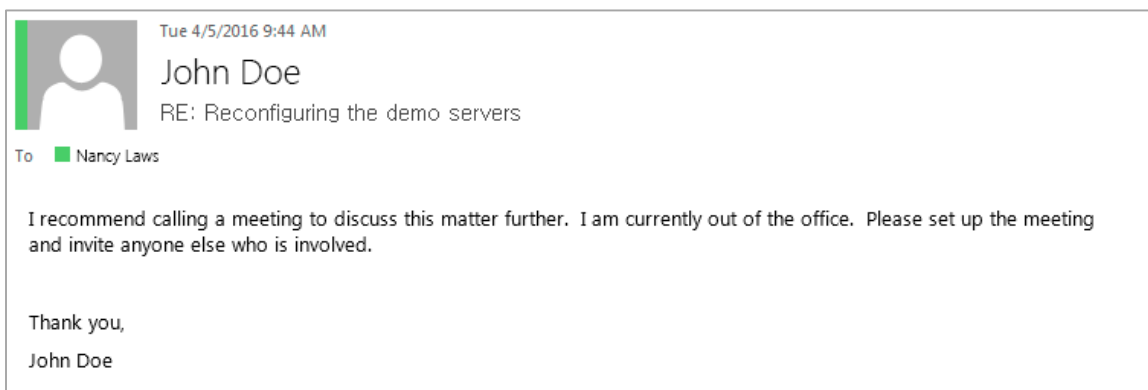
The *Setup a meeting* reply asks the recipient to setup a meeting concerning the content of the original message.

Session Audio

The *Setup a meeting* reply asks the recipient to schedule a meeting with all appropriate people to discuss the message in the original message.

For example:

I recommend calling a meeting to discuss this matter further. I am currently out of the office. Please set up the meeting and invite anyone else who is involved. Thank you.



Forward with Text

The **Forward with text** templates enable you to forward an e-mail message or voice message to other MiCollab AM system users and members of your contacts including the forwarding text contained in the template. There are eight possible templates that you can use with this command:

- *Assist customer*
- *Assist me*
- *For your information*
- *Gone today*
- *Gone until day*
- *Gone until time*
- *Setup a meeting*
- *Take care of this*

Some of these templates prompt the user for extra information such as dates, times, and so forth. MiCollab AM then includes in the e-mail message. The following pages explain each of these templates.

Assist customer

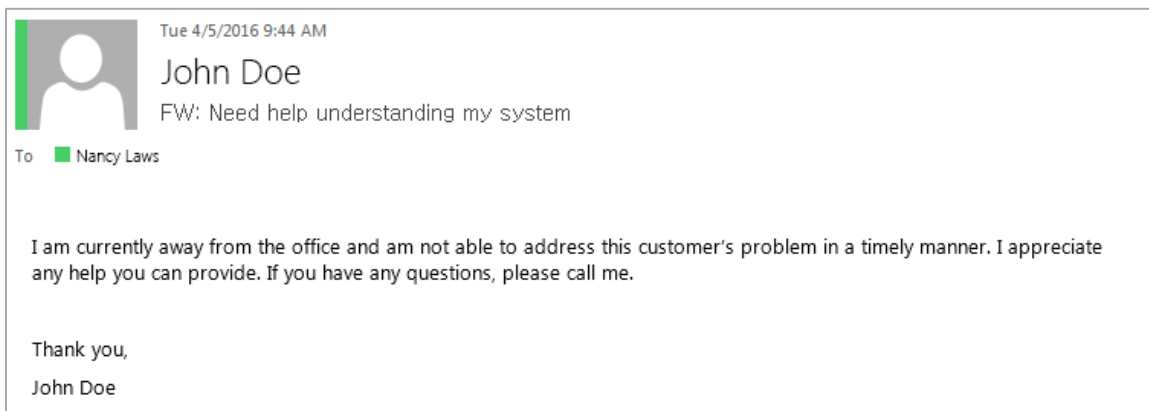
The *Assist customer* forwarding template enables you to forward messages to another user or a member of your contacts. The subject asks the recipient to handle the customer issue in the message.

Session Audio

The *Assist customer* introduction asks the recipient to help the customer with the issue in the attached message because you are out of the office.

For example:

I am currently away from the office and am not able to address this customer's problem in a timely manner. I appreciate any help you can provide. If you have any questions, please call me. Thank you.



Assist me

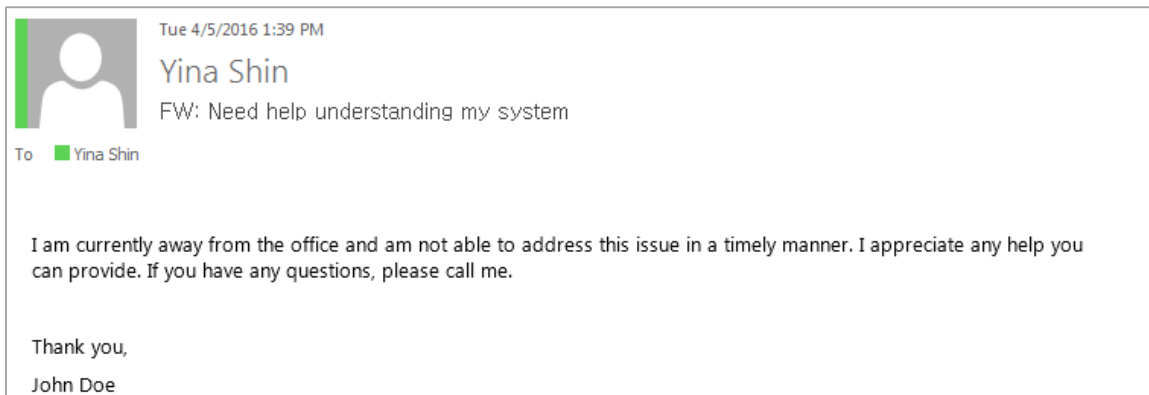
The *Assist me* forwarding template enables you to forward messages to another user or a member of your contacts. The subject asks the recipient to handle the general issue in the message.

Session Audio

The *Assist me* introduction asks the recipient to help you with the issue in the attached message because you are out of the office.

For example:

I am currently away from the office and am not able to address this issue in a timely manner. I appreciate any help you can provide. If you have any questions, please call me. Thank you.



For your Information

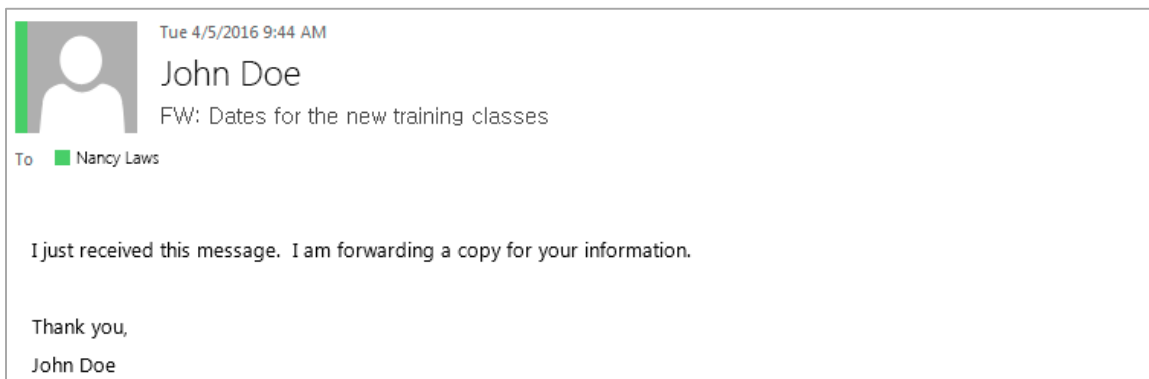
The *For your information* forward template enables you to forward a voice or fax message to another user or contact as a source of information with no direct action expected.

Session Audio

The *For your information* introduction keeps the recipient informed by simply forwarding them a message you received.

For example:

I just received this message. I am forwarding a copy for your information. Thank you.



Gone Today

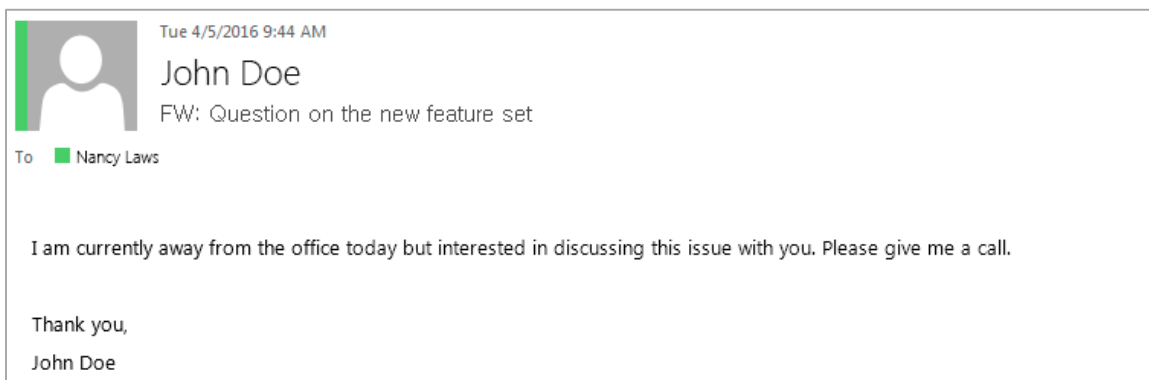
The *Gone today* forwarding template enables you to forward messages to other MiCollab AM system users or contacts and inform them that, while you are not available today you would like to discuss the message content with a phone call.

Session Audio

The *Gone today* introduction provides a courtesy notice that you are out of the office for the day but that you can still be reached by telephone.

For example:

I am currently away from the office today but are interested in discussing this issue with you. Please give me a call. Thank you.



Gone Until Day

The *Gone until day* forwarding template enables you to forward messages to other MiCollab AM system users or contacts and inform them you plan to be out of the office until a specific day date but you would like to discuss the message content with a phone call.

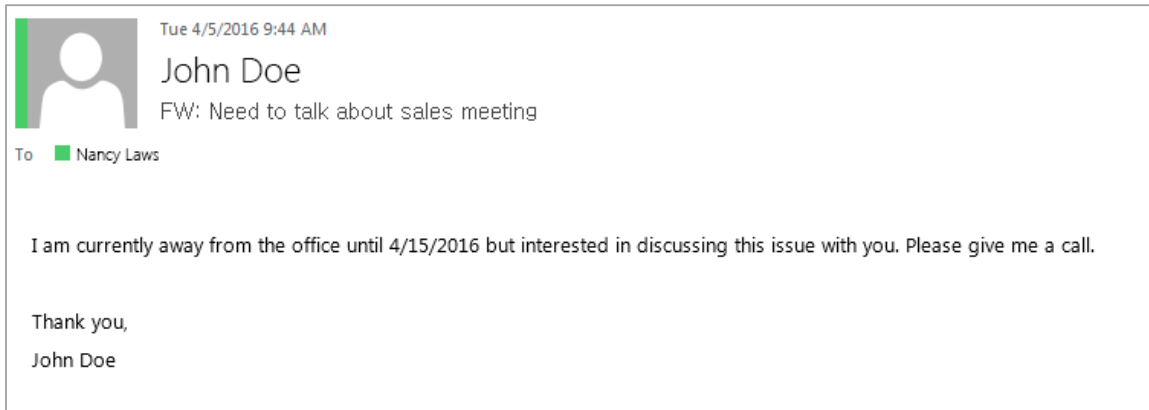
Session Audio

The *Gone until day* introduction provides a courtesy notice that you are out of the office but plan to be back on a particular date. When asked, say either the day of the week or the calendar date when you plan to be back in your office.

For Example:

For what day? Wednesday

I am currently away from the office until April 15th, 2016 but interested in discussing this issue with you. Please give me a call. Thank you.



Gone Until Time

The *Gone until time* forwarding template enables you to forward messages to other MiCollab AM system users or contacts and inform them you plan to be out until a specific day time but you would like to discuss the message content with a phone call.

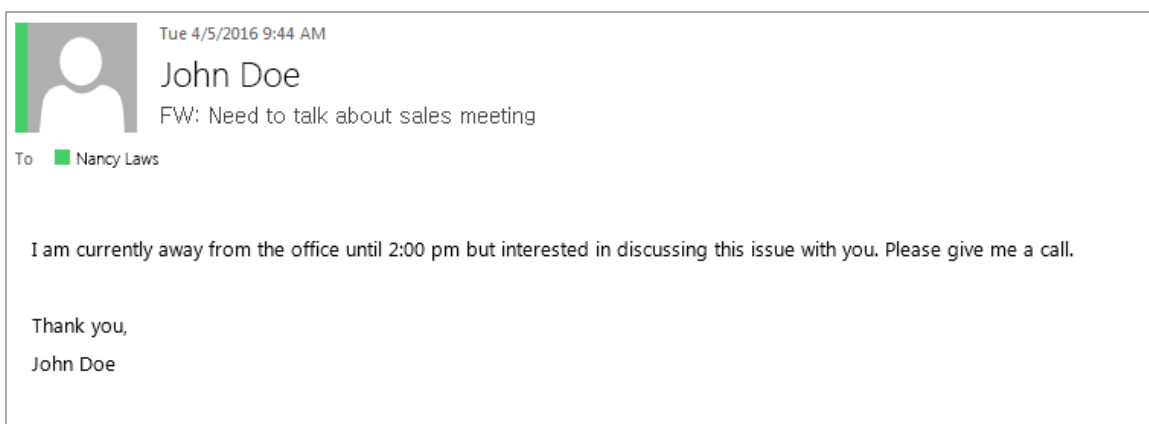
Session Audio

The *Gone until time* introduction provides a courtesy notice that you are out of the office but plan to be back at a particular time. When asked, say the time when you plan to be back in your office.

For Example:

At what time? 2:00 PM

Your e-mail is as follows: I am currently away for the office until 2:00 PM, 2006 but are interested in discussing this issue with you. Please give me a call. Thank you.



Set Up a Meeting

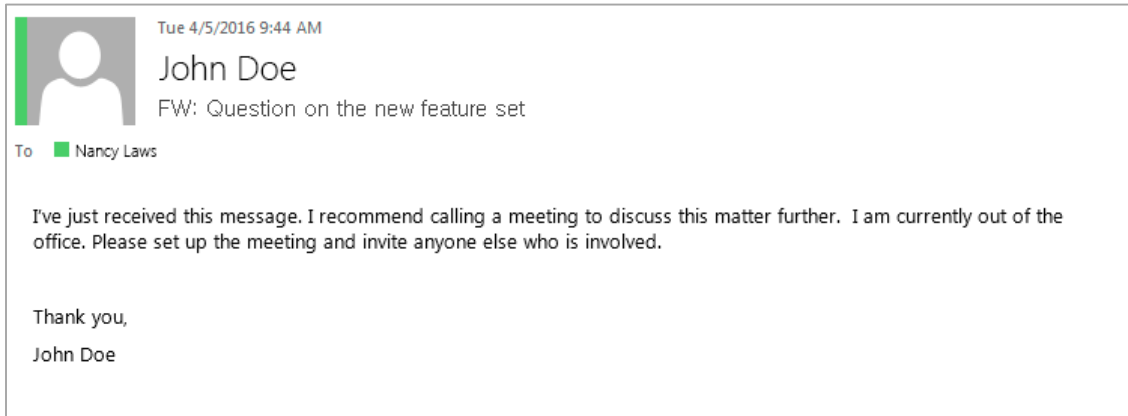
The *Set up a meeting* forwarding template enables you to forward voice and e-mail messages to other users or contacts with a request to set up a meeting to discuss the issue discussed in the e-mail message.

Session Audio

The *Setup a meeting* introduction asks the recipient to setup a meeting with all appropriate people to discuss the issue in the attached message.

For example:

I've just received this message. I recommend calling a meeting to discuss this matter further. I am currently out of the office. Please set up the meeting and invite anyone else who is involved. Thank you.



Take Care of This

The *Take care of this* forwarding template enables you to forward an e-mail or voice message to another user or contact along with a request for that person to handle the issue discussed in the e-mail.

Session Audio

The *Take care of this* introduction asks the recipient to take ownership of the issue in the attached message since you are unavailable.

For example:

I am currently away from the office and am not able to address this issue. Please take care of this issue in my absence. If you have any questions, please call me or leave a message. Thank you.

