

Introduction

Interaction Mobile Office (IMO) performs *telephony user interface* (TUI) functions in response to voice commands. This document describes commands used most often. For a complete list of voice commands, refer to the *Interaction Mobile Office Technical Reference*.

To use voice commands, the right to use the Interaction Mobile Office service must be granted at the user or organizational group level in Interaction Administrator.

If Interaction Mobile Office does not recognize voice commands, ask your System Administrator to assign the Interaction Mobile Office right to you, as described in the *Interaction Administrator Help*.

Call and log on

1. Dial your company's main number or press * from your station phone.
2. Say "Mobile Office for" and then say your *first* and *last* name. The system prompts: "Please say or enter your passcode".
3. Say or type in your passcode. Each digit must be spoken individually. In other words, "1234" must be spoken as "one two three four" and may not be spoken as "twelve thirty-four" or "twelve hundred thirty four".
4. The system responds, "Welcome to the Speech Enabled Interaction Mobile Office for <Your Name>. Your current status is <status>. How may I help you?" This prompt indicates you are using the voice-enabled TUI.

Command Syntax

To distinguish command words that must be spoken from words that may be spoken, the syntax of voice commands is denoted using plain text, pipes, brackets and parenthesis:

1. Plain text must be spoken.
2. Pipes '|' separate optional text (OR operator)
3. (parenthesis) indicate one option that must be used. Choose one.
4. [brackets] indicate one option that may be used. Optionally choose one.

For example, the command for changing status is:

```
[change | set] [my | your] status
```

In this example, you can say "status", change my status", or any other valid combination of the command keywords.

Switch between voice and DTMF modes

Noisy environments make speech recognition difficult. The ability to exit Interaction Mobile Office and go to DTMF mode is sometimes desirable. IMO users can switch between speech and DTMF modes by pressing "##" in any XML-defined TUI menu. The user will be presented with options to select 1 for speech and 2 for DTMF.

When IMO is in speech mode, uttering any combination of the grammar rule below has the same effect as pressing "##". To switch between IMO voice recognition mode to DTMF-only mode, say:

```
(switch | change) [input] mode
```

or type ##

Manage messages

Use these voice commands to access voice, fax, and email messages.

Check messages

To check all types of messages, say:

```
[check | play | get] (message | messages)
```

```
"check messages"  
"play messages"  
"get message"
```

Check E-mail

To access Emails, whether read or unread, say:

```
[play | get | check | listen to [my]] (mail | mails | E-mail | E-mails) [message | messages]
```

```
"check mail"  
"play E-mail messages"  
"listen to mail messages"
```

The system asks, "would you like to check new or saved E-mails?" If you respond "new", it says:

```
"First new email message received [DateTime] from [sender] regarding" ...followed by the text of the message.
```

If you respond "saved", it says:

```
"First saved email message received [DateTime] from [sender] regarding:  
...followed by the text of the message.
```

Then it prompts you to say *Save, Delete, Forward, Repeat, Reply, or Next* to traverse through other messages of this type.

Check fax messages

To access Fax messages, whether read or unread, say:

```
[play | get | check | listen to [my]] (fax [mail | mails | E-mail | E-mails] [message | messages] | faxes)
```

The system responds: "First [new | saved] fax received [time] from voice mail." Then it prompts you to say *Save, Delete, Forward, Repeat, Reply, or Next* to go through other fax messages. This command reads the fax "envelope" information but not the content.

```
"play fax messages"  
"listen to my faxes"  
"get fax E-mails"
```

Check voice messages

To access voice messages, whether read or unread, say:

```
[play | get | check | listen to [my]] voice [mail | mails | E-mail | E-mails] [message | messages]
```

```
"play voice messages"  
"listen to my voice mail"  
"check voice E-mail"
```

The system asks if you want to check new or saved voice mails. After the message is played, you can say *Save, Delete, Forward, Repeat, Reply, or Next* to traverse through messages of this type.

Change E-mail folder

This command tells IMO to process messages in an alternate folder. The system will retrieve and speak a list of folder names, which you can select by number.

```
[change | traverse] folders
```

```
"folders"  
"change folders"  
"traverse folders"
```

The system will respond, "To access [folder name] subfolder, press [digit]."

Send a message

To send a voice mail message, say:

```
send [a] [message | voice mail]
```

```
"send"  
"Send a voice mail"  
"send message"
```

Manage calls

Use these commands to place calls, contact the operator, and more.

Place a call

To place a telephone call, say:

```
[place | make] [a] [phone] call
```

```
"place a phone call"  
"make call"
```

Transfer to an operator

The speak with an operator, say:

```
[transfer | send | get] [me] [to] [a | an] operator
```

```
"get me an operator"  
"transfer me to an operator"  
"get an operator"  
"transfer to operator"  
"operator"
```

Exit and end the call

To exit IMO and terminate the call, say:

```
([I am] [all] done) | ([I am] [all] finished)  
| (that's it) | (that's all) | (you cant) |  
(you cannot) | good-bye
```

```
"goodbye"
```

```
"I am all done"  
"I am finished"  
"done"  
"that's it"  
"that's all"  
"you can't"
```

The system responds, "OK, thanks for calling. Goodbye."

Manage Status, Options, and Calendar

Check or change status

To review and change your client status, say:

```
[change | set] [my | your] status
```

```
"change my status"  
"set your status"
```

The system responds, "Your current status is [status]. What should your new status be?"

Respond by selecting a new status using the keypad. Or press the star key to return to the previous menu.

- For available, Press 1
- Away from Desk, Press 2
- At Lunch, Press 3
- Do Not Disturb, Press 4
- Gone Home, Press 5
- In a Meeting, Press 6
- Out of the Office, Press 7
- Out of Town, Press 8
- On Vacation, Press 9
- Working at Home, Press 10

Change personal options

Personal Options affect items such as status, forwarding and follow-me numbers, password, playback order, greetings and personal prompts, deleted messages, and alert notification messages. The command is:

```
[access | set | change | manage] [my]  
[personal] [user] (options | configuration)
```

```
"access my personal options"  
"change user configuration"  
"set my configuration"
```

The system gives a list of choices:

- To change your current status, press 1.
- To manage your one-number follow-me option, press 2
- To manage your rules, press 3
- To manage your personal prompts, press 4
- For your administration options, press 5
- To manage recently deleted messages, press 7
- To return to the previous menu, press the star key

Show Appointment Calendar

To access your appointment calendar, say:

```
[show] [me] [my] (appointments|calendar)
```

```
"show my appointments"  
"calendar"  
"show calendar"
```

Navigation shortcuts

Return to previous menu

To return to the previous menu, press the * key or say:

```
escape | [go] back | previous [menu] |  
return
```

This command passes control to the previous IMO menu, if one is available. If a parent menu is not available, control is passed to Interaction Attendant.

```
"escape"  
"go back"  
"back"  
"previous"  
"previous menu"  
"return"
```

Return to the main menu

To return to the main menu, say:

```
(<[go] [back] [to] [the] main menu | quit)
```

```
"go back to the main menu"  
"main menu"  
"quit"
```

The system responds, "just say, check my messages, change my status, or something else." This indicates that IMO is listening for general commands.

Do 'something else'

If a command takes you to a menu, and you decide not to interact with it, use this command to return to IMO's main menu,

```
something [else | different]
```

Say thanks

This command doesn't perform actions, but it does indicate that you are within IMO, and that the system is responding to voice commands. Say:

```
okay | ([okay] thanks) | ([okay] thank you)
```

The system will respond, "You're Welcome. How else may I help you?" Speak another command or hang up.

If you say "Quit", control passes from Interaction Mobile Office to Interaction Attendant.

```
"thanks"  
"thank you"  
"OK"
```

Quit and log off

To log out and exit Mobile Office, say:

```
(quit | exit | log (out|off))
```

```
"quit"  
"exit"  
"log off"  
"log out"
```

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Interaction Mobile Office®

Quick Reference Card

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