

## Using BEV the Auto SpeechAttendant

### To place a call

- From inside Chicago State University campus, dial 3600.
- From outside Chicago State University campus, dial (773) 995-3600.
- You will then hear the SpeechAttendant™ system's prompt.
- Say the name of the person or department you want to connected to.

### NOTE

- ✚ Please speak directly and clearly into the **handset** of your telephone.
- ✚ The system is being monitored regularly for optimal performance. If you need assistance or experience any problem, note the date, time, and the name you requested, **and email you system manager at TMS@csu.edu. Your cooperation is essential and appreciated.**
- ✚ If the system misinterprets your request, after **two** attempts it will direct your call to the operator.
- ✚ Keep in mind that speech recognition performance can vary depending on the quality of certain wireless services and phones and also on noisy environments.

### DOs

- Speak at a normal speed and tone.
- Say the **full name** of the person you wish to reach.
- Quickly report any problematic call you may experience to the system manager. We'll need the time of your call, the date and the requested name.

### DON'Ts

- **Use your speakerphone.** *(Imagine yourself talking to someone over the speakerphone. Sometimes it is hard to understand, for you as well as for the system.)*
- **Talk to other people when on-line with SpeechAttendant™.** *(The system will try to recognize what you are saying to the other person and give you surprising name propositions!)*
- **Crank up your radio in the background.** *(Once again, Jo "Good Vibrations" ...Smith may not be in the directory!)*
- **Chew and talk at the same time.** *(It is very hard to find a match for John-crunch- -crunch-...ith).*