Using SpeechAttendant

To place a call

• From inside Chicago State University campus, dial 0.
• From outside Chicago State University campus, dial (773) 995-2000.
  O You will then hear the SpeechAttendant™ system’s prompt.
• Say the name of the person or department to whom you wish to speak. You don’t have to wait for the prompt to finish; interrupt it!!

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 TIMS@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 in 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 Jo (chunch-chunch-…ith).)

Telecommunications Information Management Systems (TIMS)
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