



Placing Calls By Using Voice Commands

You can place a call to another Cisco Unity Connection user by saying the person's name or extension. For example, when you say “Call Harriet Smith,” Connection finds the extension for Harriet in the corporate directory and places the call.

Note that to place calls by using voice commands, you must be logged on to Connection.

After you say a name or extension, Connection plays a matching name or extension and places the call. If Connection finds more than one match for a name or extension that you requested, the first match is played and Connection will ask you to confirm whether the match is correct. If not, say “No,” and Connection will continue to play the other matches.

To Place a Call by Using Voice Commands

- Step 1** Log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” say:
- “**Call <Name/alternate name>**” to call a Connection user. (For example, “Call Frank Edwards.”)
- Or
- “**Call <Number>**” to call a Connection extension or a phone number. Say each digit individually. (For example, for extension 12345, say “Call one two three four five,” not “Call twelve three forty-five.”)
- Or
- “**Call <Name/alternate name> at <home/work/mobile>**” to call a contact at a particular number. (For example, “Call Bob on his mobile” or “Call Service Department at work.”)
- Step 3** As Connection says the name or number of the person you are calling, you can say “**Cancel**” to halt the last action without losing your connection to the system.
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