

**TO ASK FOR A PERSON,
DEPARTMENT, COLLEGE, OR CAMPUS**

Dial **0** from any FAU phone.
From an external phone, dial **561-297-3000**.

IntelliSPEECH® answers: "Operator. Who do you wish to reach?"

You can make your request at any time during the welcome message.

IntelliSPEECH® will recognize the name and say: "Please hold on while I transfer you to (NAME)."

If you say a name, department, college, or campus that is not recognized, the system will say: "I think you said (NAME), is this correct?"

- Either say "yes" or "no." If you say "yes," you will be transferred to that extension.
- If you say "no," the system will attempt to recognize the name, department, college, or campus three times before transferring to the FAU operator.

ADDITIONAL SPEECH COMMANDS

IntelliSPEECH® will recognize the following speech commands to help you navigate the system.

If you say, "Backup,"

The system will go back to the prior option.

If you say, "Goodbye,"

The system will say, "goodbye," and exit you out of the system.

If you say, "Operator,"

The system will transfer you to the FAU Operator.

If you are experiencing problems with the way your name is pronounced, please call the *IntelliSPEECH®* Help Line at 561-297-0880.



**835 Hanover Street
Manchester, NH 03104
Ph: 603-629-4242
www.intellispeech.com**

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