

# ice Contact Center: SayMyName

Revolutionize caller navigation with voice recognition by enabling an automated speech attendant that routes callers to the right user by name.



## Benefits of SayMyName



### Faster access to users or departments

SayMyName eliminates the need for callers to search for extension numbers. Instead, they can simply say the name of the person or department they wish to reach. This offers an easier and more natural way for callers to get in touch with a member or department within your organization.



### Enhanced reach with multilingual support

SayMyName offers multilingual support, enabling seamless communication with customers regardless of their language. By allowing customers to interact in their native language, it ensures every customer feels valued and understood, significantly enhancing their overall experience with your organization. Multilingual support also broadens your organization's reach, enabling you to serve diverse customers and cater to a global audience.



### User-friendly interface

SayMyName is managed through the iceManager suite, making it easy to use and eliminating the need to switch platforms. A single interface provides a consistent look and feel, which can make navigation more intuitive for all users. From updating users to refining name recognition settings, managing the application is easy and hassle-free.



### Effortless call distribution

ice Contact Center can route SayMyName calls to both contact center agents and employees outside of the contact center. These calls can be directed either to their phone number or Microsoft Teams endpoint. This ensures that callers can be quickly connected to the right person, whether they're in support, sales, or any other department. The scalability of SayMyName ensures it adapts and continues to support your needs efficiently as your organization grows.

# What is SayMyName?

SayMyName is an automated speech attendant that seamlessly guides callers to the right person or department with ease and efficiency.

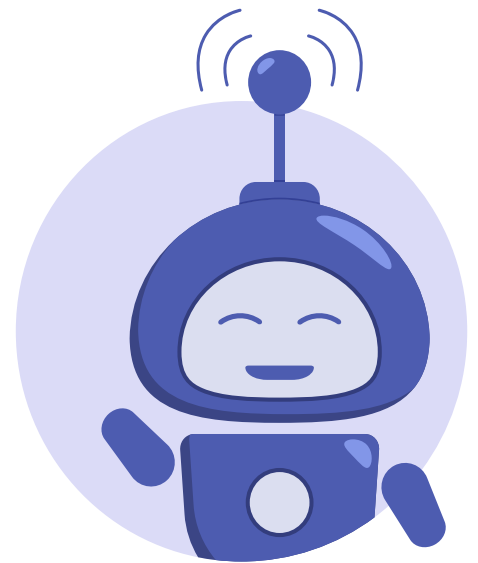
## Managing SayMyName

SayMyName can be accessed in iceManager, providing a seamless way to manage user information and activity logs. With its intuitive interface, SayMyName provides two tabs - Users and Logs - designed to organize information in a way that makes navigation simple and efficient.

The Users tab provides an outline of all the users in your organization and their associated ID number, alias, department, and more. Here you can:

- Add, edit, or delete users and departments
- Sort and filter by user property
- Download a CSV file of user data
- Restore backup to undo any changes

The Logs tab provides real-time data, outlining when the log was created, the caller's utterance (first name only vs. first and last name), the outcome (success vs. failure), the language, the file name, and the name recognition confidence. This information provides users with insight into the performance and accuracy of SayMyName, helping users pinpoint any issues with name recognition. By identifying areas where the system may struggle, users can make improvements to enhance its overall effectiveness.



### Features

- Caller speaks first name, last name or both to reach user
- Supports aliases (i.e., nicknames)
- Allows Dual-Tone Multi-Frequency (DTMF) extension dialing
- Routes calls to Personal Access Queue (PAQ), queues, and ice workflows
- Option to download data (i.e., logs)
- Supports English and French languages

Filter Logs    Download Logs

Created	Utterance	Name	Outcome
5/15/2024 5:39:56 PM	Shaundalee		Success
5/15/2024 5:40:16 PM	Kyle		Success
5/15/2024 5:40:45 PM	Matthew		Wrong Name
5/15/2024 5:41:07 PM	John		Success
5/15/2024 6:14:43 PM	Shaundalee		Success
5/15/2024 6:15:00 PM	Kyle		Success

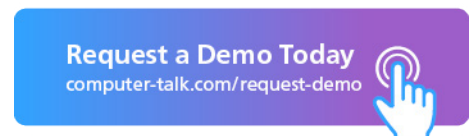
ID	Full Name	First Name	Last Name	Sa
33	Chris Bardon	Chris		
95	Christina Liu	Christina		
1011	Christopher Ro...	Christopher		

Contains

AND  OR

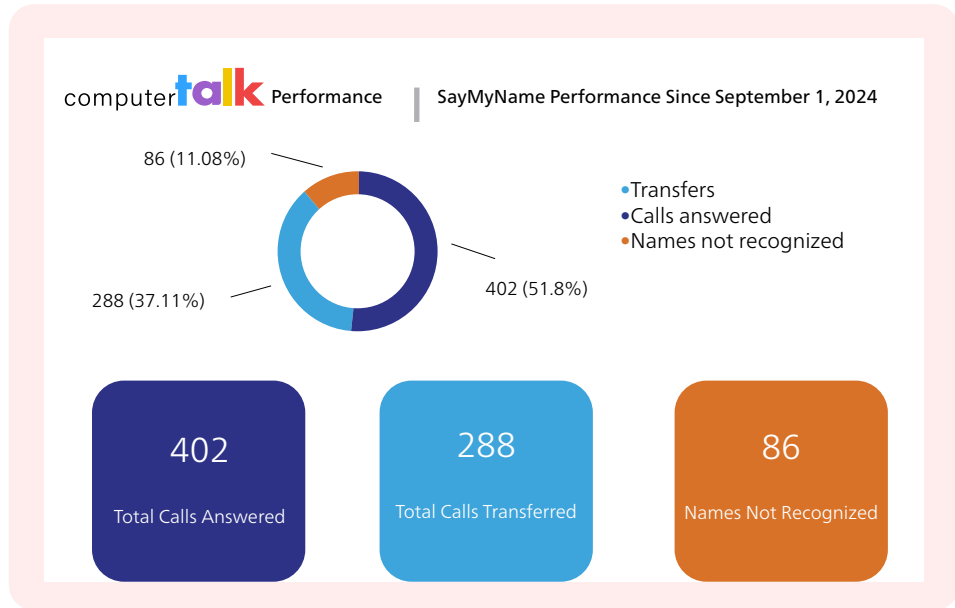
Contains

Filter...



## SayMyName Reports

Users can export reports to gain insight into how SayMyName is performing, the number of times a call was transferred to a specific person, and more. These reports can be accessed through Power BI and are designed to enhance the performance, accuracy, and user experience of SayMyName, while providing valuable insights into call patterns and trends. Together, these reports help to improve SayMyName's functionality and ensure a better user experience for agents and callers.



## Types of Reports

- **SayMyName Performance:** This report tracks the total number of calls answered and transferred, as well as the number of names that were not recognized by SayMyName. Tracking this information monitors how well SayMyName is fulfilling its objective of routing calls to the correct individuals.
- **Outcome by User:** This report provides a breakdown for the number of transfers to a specific user and the number of times where the recognized name was wrong. By analyzing incorrect name recognition, you can identify and resolve name ambiguity to improve recognition accuracy.
- **Who is Calling Whom Table:** This report shows details of every transfer outcome, as well as a table of the names most requested by callers. It helps you understand caller behaviour by revealing the most requested names of team members or departments, helping you identify areas of customer interest or concern.
- **Frequency of Callers Transferring to a User:** This report is a graphical representation of the names most requested by callers in the Who is Calling Whom Table report.
- **Names Not Recognized:** This report highlights specific names or utterances that SayMyName is unable to process, pinpointing names that need more aliases to be recognizable. The goal is to reduce the number of unrecognized names in order to increase successful transfers.

## About Us

ComputerTalk is the developer of ice Contact Center. ice modernizes the call center with business application integrations, AI, and analytics across all communication channels, helping organizations deliver outstanding customer experiences. As a Microsoft Teams native contact center solution, ice allows users to handle all interactions within a single interface. Founded in 1987 and headquartered in Markham, Canada, ComputerTalk powers enterprise-class contact centers for organizations across the globe.