



SayMyName User Guide

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SayMyName for ice server version 14+

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Welcome to SayMyName

SayMyName is a web-based, speech-enabled auto-attendant that queries callers about their desired destination and routes them accordingly. The destination can be an extension, phone number, or another call flow.

The SayMyName User Guide helps users of SayMyName to navigate the application, and manage entries by editing and adding them as needed. This guide is designed to support users in making updates, adding new destinations, and ensuring efficient call routing.

This user guide dedicates a section to each of the following topics:

- Overview of SayMyName
- Getting started
- Users
- Logs

Overview

SayMyName is an application made up of multiple components that work together to provide callers seamless call routing. This section describes these components, their interrelationship, and their individual roles in the SayMyName application. Call flow is also described using examples from the caller perspective. In addition, key terms used throughout this user manual are defined in this section to help users better understand the system's features and functionality.

Components of SayMyName

The following describes the components that make up the SayMyName application.

User Directory: a web-based graphical user interface (GUI) that Administrators can access to manage the user directory.

ice Call Flow: the interactive voice response (IVR) system that callers interact with when placing a call into the ice application.

Call Flow: The Caller Experience

This section provides a walkthrough of some examples of the call flow for a caller.

When an external caller dials into your phone system, they will first hear a greeting. After the greeting, the system will prompt: "After the tone, please state the first name of the person or department you are trying to reach."

The caller then speaks the name of the desired person or department they are trying to reach. Based on the response, if the system recognizes the name or department, it will inform the caller of the transfer destination and complete the transfer. If the system requires clarification, it will prompt the caller to repeat or confirm the name to ensure accurate call routing.

Note: The exact wording may be different depending on your configured prompts.

Example A:

SayMyName: "Welcome to ComputerTalk. After the tone, please state the first name of the person or department you are trying to reach."

Caller says: "David"

SayMyName: "Transferring to David Jones. If that's wrong, say 'go back'."

Example B:

SayMyName greets: "Welcome to ComputerTalk. After the tone, please state the first name of the person or department you are trying to reach."

Caller says: "David"

SayMyName replies: "I found 2 matches. Which one? You can say "David Jones", or "David Smith".

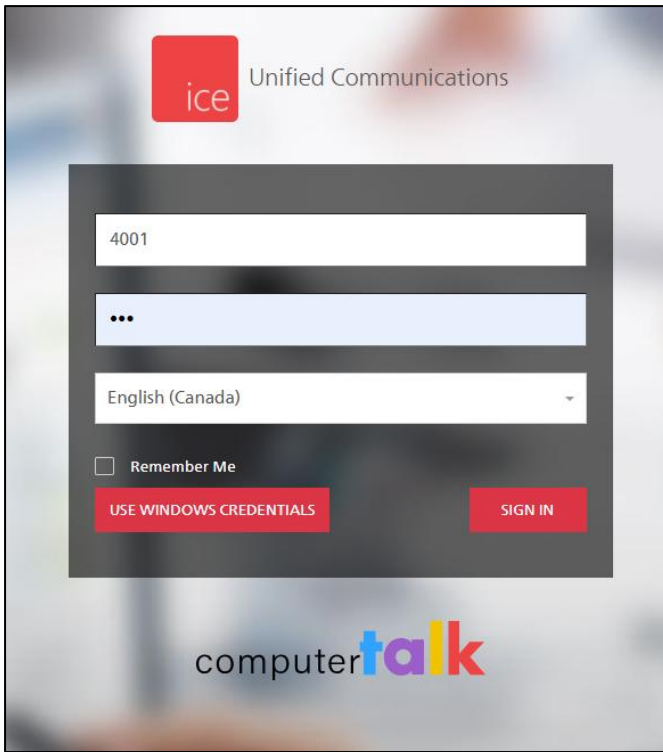
Getting started

To manage your user directory in SayMyName, you must first log onto iceManager.

iceManager is a web-based application and can be used on any computer that is running a web browser. To sign in, you must provide a user ID and password. Contact your administrator if you do not have this information.

To sign into iceManager:

1. Open your web browser and go to your iceManager site.



2. In the 'Username' field, enter your four-digit user ID.
3. In the 'Password' field, enter your password.
4. If you wish to view iceManager in a language other than English, click the drop-down and select the language of choice.
5. Select the 'Remember Me' check box if you want your Username to be pre-populated the next time you go to the Sign In page

Note: this option is not recommended for shared computers.

6. Click Sign In.
7. Once you have signed in, you will see the home page.

Below is a screenshot of a sample home page.

The screenshot shows the 'RESOURCES ON HOW TO NAVIGATE ICE' section of the dashboard. It includes four cards: VIDEOS, MANUAL GUIDES, E-LEARNING, and FAQ. Below these is a 'WHAT'S NEW' section with three featured articles: 'HOW TO CALCULATE YOUR ROI FOR YOUR OUTBOUND CALL CENTER SOFTWARE', 'IVR Payments: The Ultimate Guide to IVR Payment Processing', and 'MULTI-FACTOR AUTHENTICATION (MFA) IN CALL CENTERS: A COMPLETE GUIDE'.

8. Click on the SayMyName tab in the Navigation Panel.

The screenshot shows the 'SAY MY NAME BETA' page. It features a navigation panel on the left with 'Users' and 'Logs' tabs. The main content area displays a table of users with columns for ID, Full Name, First Name, Last Name, Say As, Alias, Department, and Destination. The table is filtered to show 10 users.

ID	Full Name	First Name	Last Name	Say As	Alias	Department	Destination
2039	Chief of Staff	Company				Chief d'équipe	
1048	Resources Humaines	Entreprise					
1047	Centre d'assistance	Entreprise					
1046	Gestionnaire de projet	Entreprise					
1045	Assurance qualité	Entreprise					
1044	Commercialisation	Entreprise					
1043	Ventes	Entreprise					
1042	Recherche et développement	Entreprise					
1041	Développement d'applications	Entreprise					
1040	Service à la clientèle	Entreprise					
1036	Finance	Company				Finance	
1035	Help Desk	Company				Centre d'assistance	
1034	Project Owner	Company				Gestionnaire de projet	
1033	Quality Assurance	Company				Assurance qualité	
1032	Marketing	Company				Commercialisation	
1031	Sales	Company				Ventes	
1030	Research and Development	Company				Recherche et développement	
1029	Application Development	Company				Développement d'applications	

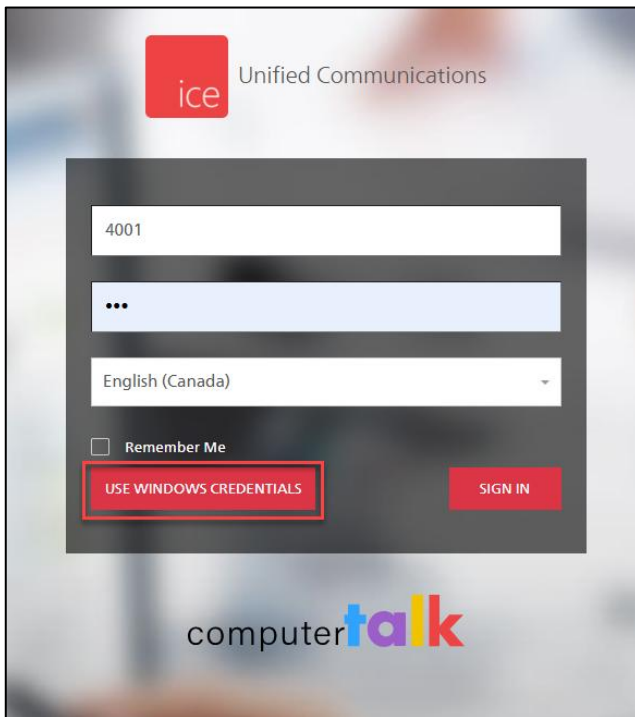
Single Sign-On

If your organization has enabled Single Sign-On for iceManager, you will be able to sign in using your Windows credentials.

Note: To enable Single Sign-On, it must be configured using Active Directory in iceAdministrator. For further information on how to enable Single Sign-On, please refer to the iceAdministrator User Manual.

Signing In with Single Sign-On

Once Single Sign-On is properly configured, launch the iceManager website, and click Use Windows Credentials button rather than manually entering your username and password.

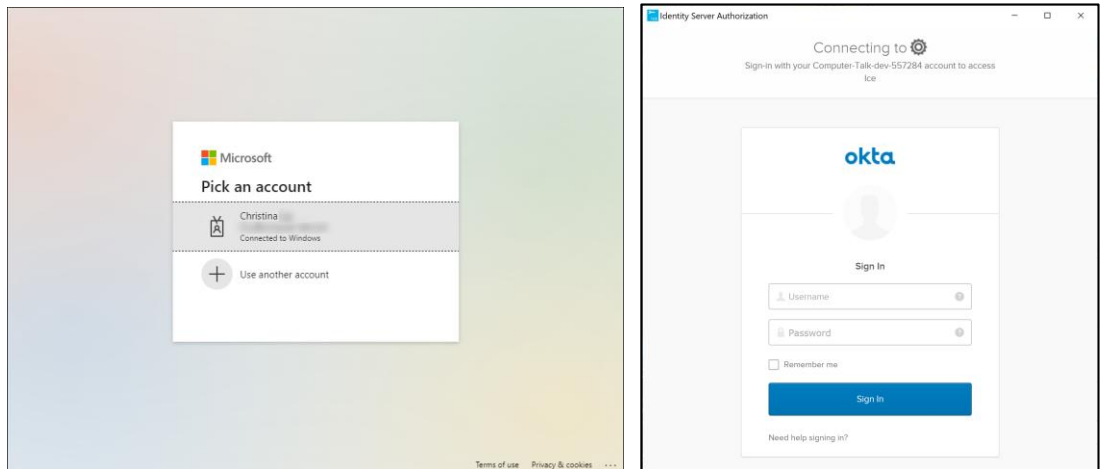


1. When you click *OK*, the Single Sign-On dialog box will appear.

Note: If you wish to skip this step for future logins, check the box for *Remember Me*. This way, you will not have to enter your user ID each time you sign in.

2. To sign in with this method, you will use the same credentials that you use to log on to your computer or your company email. Enter your username and password in the appropriate fields.

Note: This dialog box may look different, depending on the way your administrator has configured the system.



Using SayMyName

SayMyName is an auto-attendant that routes callers to the appropriate person or department. When a caller dials into the system, they will be prompted to say the name of the person or department they wish to reach. Once the system identifies a potential match from the configured user directory, ice will ask the user to confirm if the result is correct. Upon confirmation, the system will route the call to the appropriate destination. If the match is incorrect, ice will prompt the caller to try again to ensure accurate routing.

The user directory can be uploaded and managed through the iceManager site. The SayMyName tool in iceManager allows administrators to perform two main functions: view logs, and manage the list of SayMyName users. The logs allow administrators to review call data including the caller's utterance, the contact ID associated with the call, and the outcome of the interaction. The filename column also allows users to listen to the utterance to determine if any modifications are needed to be made to the user directory.

Note: SayMyName requires a custom workflow to be deployed.

Managing Users

From the user directory, administrators may view and manage the entries in SayMyName. The user directory in SayMyName consists of a users grid, and buttons to manage the directory.

The Users grid displays the list of people SayMyName references when looking for a match. Each row represents a destination a caller is trying to reach. It could be a person, a department, a queue, etc.

Navigate to the user directory by clicking on the SayMyName tab in the iceManager Navigation Panel. This will bring you to the SayMyName main page. From this page, the

administrator will be able to view and search for users, add new users, and edit or delete an existing user.

SAY MY NAME

Users

Logs

DOWNLOAD GRXML FILE

UPLOAD USERS

Columns

Filters

ID ↓	Full Name	First Name	Last Name	Say As	Alias
2039	Chief of Staff	Company		Chef d'équipe	
1048	Resources Humaines	Entreprise			
1047	Centre d'assistance	Entreprise			
1046	Gestionnaire de projet	Entreprise			
1045	Assurance qualité	Entreprise			
1044	Commercialisation	Entreprise			
1043	Ventes	Entreprise			
1042	Recherche et développement	Entreprise			
1041	Développement d'applications	Entreprise			
1040	Service à la clientèle	Entreprise			
1036	Finance	Company		Finance	
1035	Help Desk	Company		Centre d'assistance	
1034	Project Owner	Company		Gestionnaire de projet	
1033	Quality Assurance	Company		Assurance qualité	
1032	Marketing	Company		Commercialisation	
1031	Sales	Company		Ventes	
1030	Research and Development	Company		Recherche et développement	
1029	Application Development	Company		Développement d'applications	
1028	Customer Support	Company		Service à la clientèle	

Configuring the User Directory Grid

Columns Options

The Users Grid provides all information for each user in the directory.
To customize the view, click the Columns heading on the left side of the table.

DOWNLOAD GRXML FILE

UPLOAD USERS

	ID ↓	Full Name	First Name	Say As
☒ ID	2039	Chief of Staff	Company	Chef d'équipe
☒ Full Name	1048	Resources Humaines	Entreprise	
☒ First Name	1047	Centre d'assistance	Entreprise	
☐ Last Name	1046	Gestionnaire de projet	Entreprise	
☒ Say As	1045	Assurance qualité	Entreprise	
☒ Alias	1044	Commercialisation	Entreprise	
☒ Department	1043	Ventes	Entreprise	
☒ Destination	1042	Recherche et développement	Entreprise	
☒ Extension	1041	Développement d'applications	Entreprise	
☒ Email Address	1040	Service à la clientèle	Entreprise	
☒ Source	1036	Finance	Company	Finance
☒ Preferences	1035	Help Desk	Company	Centre d'assistance
☒ Language	1034	Project Owner	Company	Gestionnaire de projet
☒ GUID	1033	Quality Assurance	Company	Assurance qualité
☒ Actions	1032	Marketing	Company	Commercialisation
	1031	Sales	Company	Ventes
	1030	Research and Development	Company	Recherche et développement
	1029	Application Development	Company	Développement d'applications
	1028	Customer Support	Company	Service à la clientèle
	1027	English	Anglais	

Then, use the checkboxes to show or hide specific details.

The grid will refresh with the selected columns.

The table below explains the columns you can display.

Users Grid Columns	
Column Name	Description
ID	ID of the user in SayMyName.
Full Name	The full name of the user.
First Name	The first name of the user.
Last Name	The last name of the user.

Say As	This value is used if the application needs to say the name to confirm the selection. You may add a pronunciation if your name is pronounced incorrectly by the application. Note: This field supports SSML.
Alias	This field is used in the name matching process. You may add another possible name to improve the application's ability to match the utterance to the correct user. For example, for the name David, callers may say Dave, or David.
Department	The user's department.
Destination	The destination that the call will be routed to once a match is found.
Extension	The user's extension number.
Email Address	The user's email address.
Source	The source from which the user was added.
Language	The language used to read the user's name.
GUID	The user's Azure GUID.
Actions	This field is only visible to administrators. Use the delete icon to delete a user. Note: Deleted users cannot be recovered. If you have accidentally deleted a user, you will need to reupload that user's details.

Column Header Actions

Click the *Actions* button located on the right side of the column name, as shown below, to open the menu of available options.

DOWNLOAD GRXML FILE
UPLOAD USERS

	ID ↓		Full Name
Columns	2039		Chief of Staff
	1048		Resources Humaines
	1047		Centre d'assistance
	1046		Gestionnaire de projet
	1045		Assurance qualité

Filters

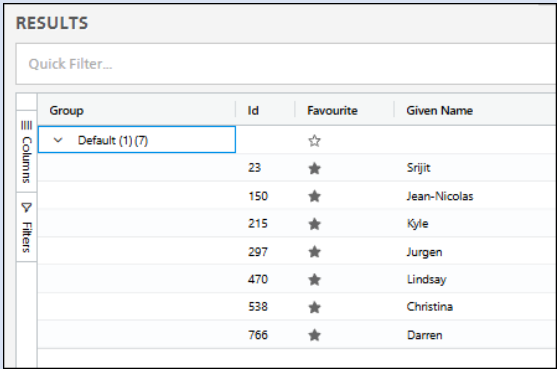
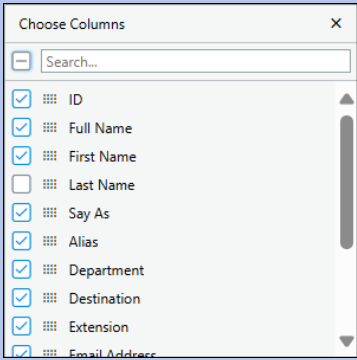
⋮

- ↑ Sort Ascending
- ↓↑ Clear Sort
- 📌 Pin Column >
- Autosize This Column
- Autosize All Columns
- 📊 Group by ID
- ⋮ Choose Columns
- Reset Columns

Select an option from the menu to configure the columns and rows in the grid.

The table below explains the menu options provided.

Column Heading Menu Options	
Menu Option	Function
Sort Ascending	Sort the rows in the grid in ascending order.
Sort Descending	Sort the rows in the grid in descending order.
Clear Sort	Resets any sorting options applied.
Pin Column	Select this option to lock the column on to one side of the table. Options include: • Pin Left • Pin Right

	No Pin
Autosize This Column	Resize the selected column to only the necessary width.
Autosize All Columns	Resize all columns to only the necessary width.
Group by	This option will group users by the column header. For example, selecting <i>Group by</i> folder will organize users according to their assigned folder. 
Choose Columns	This option opens the columns options in a separate window. Use the checkboxes to show and hide the information. 
Reset Columns	Reset any filters applied.

Column Header Sorting

Select the column name to sort the rows in the grid based on that column.

DOWNLOAD GRXML FILE UPLOAD USERS															
Columns Filters	<table> <tr> <th>ID ↑</th><th>Full Name</th></tr> <tr><td>4</td><td>John S</td></tr> <tr><td>5</td><td>Erin O</td></tr> <tr><td>6</td><td>Sanjeev B</td></tr> <tr><td>8</td><td>Tina C</td></tr> <tr><td>9</td><td>Raymond C</td></tr> <tr><td>10</td><td>Isaac C</td></tr> </table>	ID ↑	Full Name	4	John S	5	Erin O	6	Sanjeev B	8	Tina C	9	Raymond C	10	Isaac C
ID ↑	Full Name														
4	John S														
5	Erin O														
6	Sanjeev B														
8	Tina C														
9	Raymond C														
10	Isaac C														

DOWNLOAD GRXML FILE UPLOAD USERS													
Columns Filters	<table> <tr> <th>ID ↓</th><th>Full Name</th></tr> <tr><td>2039</td><td>Chief of Staff</td></tr> <tr><td>1048</td><td>Resources Humaines</td></tr> <tr><td>1047</td><td>Centre d'assistance</td></tr> <tr><td>1046</td><td>Gestionnaire de projet</td></tr> <tr><td>1045</td><td>Assurance qualité</td></tr> </table>	ID ↓	Full Name	2039	Chief of Staff	1048	Resources Humaines	1047	Centre d'assistance	1046	Gestionnaire de projet	1045	Assurance qualité
ID ↓	Full Name												
2039	Chief of Staff												
1048	Resources Humaines												
1047	Centre d'assistance												
1046	Gestionnaire de projet												
1045	Assurance qualité												

Filter Options

Click the Filters heading on the left side of the table and use the available data points to filter the list of users.

Columns

Search...

▼ ID

Equals ▼

Filter...

Filters

- > Full Name
- > First Name
- > Last Name
- > Say As
- > Alias

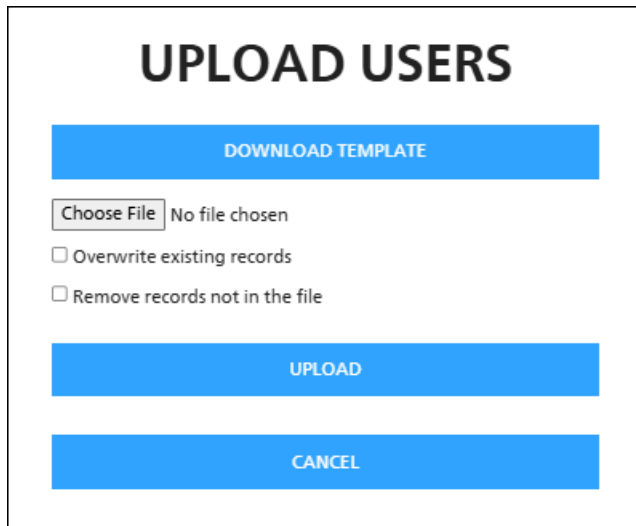
Note: Use the search field to find a column name in the list.

Download GRXML file

This button allows you to download the Grammar XML or GRXML file used to define grammar for speech recognition.

Upload Users

The Upload Users button allows administrators to both upload and manage the user directory.



UPLOAD USERS

DOWNLOAD TEMPLATE

Choose File No file chosen

☐ Overwrite existing records

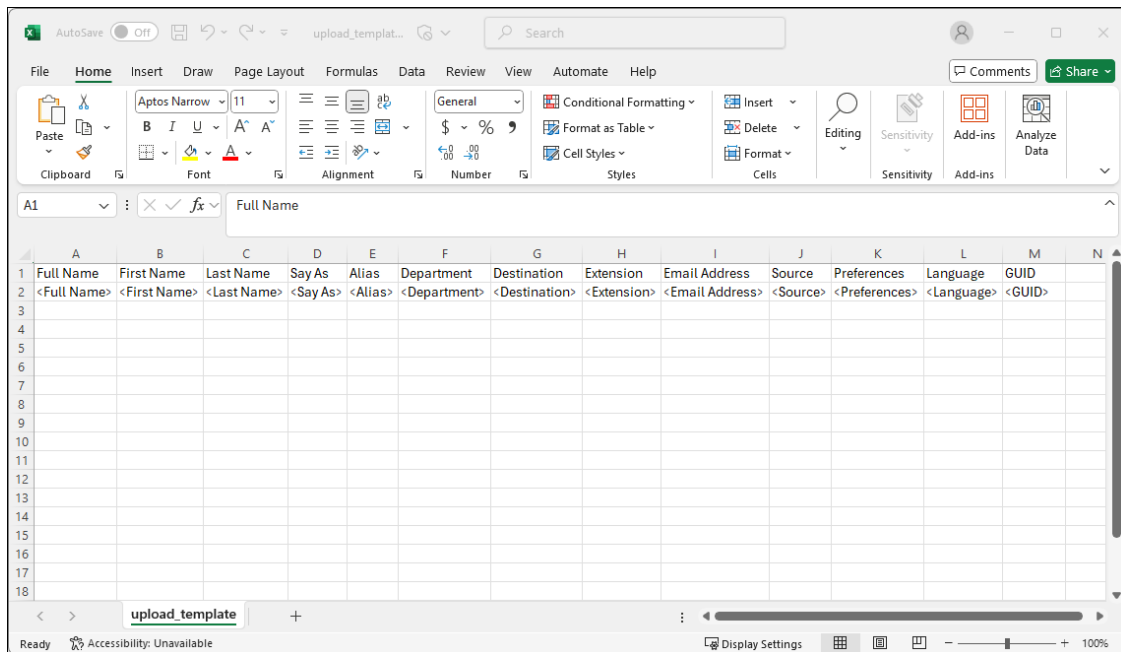
☐ Remove records not in the file

UPLOAD

CANCEL

Follow the steps below to upload new users:

1. Ensure that you have a backup copy of your user directory before making any changes. For more information on how to export your user directory, refer to [Export Options](#).
2. If you do not currently have a list of users in SayMyName, download the template using the *Download Template* button. This template contains the details to be entered for each user.



3. If you have a completed CSV file, click the *Choose File* button.

UPLOAD USERS

DOWNLOAD TEMPLATE

Choose File

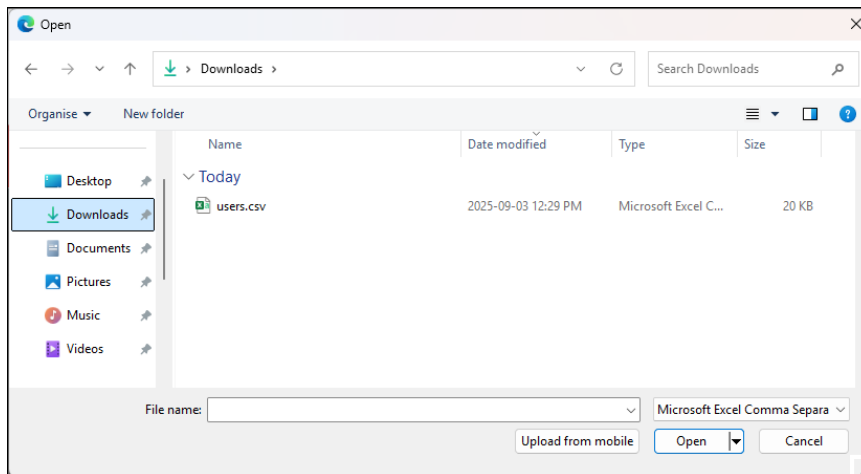
No file chosen

☐ Overwrite existing records
 ☐ Remove records not in the file

UPLOAD

CANCEL

4. Select your CSV file from your File Explorer and click *Open*.



5. If you would like to overwrite existing records, select the first checkbox. This will overwrite the details for any duplicate users.

Note: SayMyName uses the GUID field to identify duplicate users.

UPLOAD USERS

DOWNLOAD TEMPLATE

Choose File

users.csv

☐ Overwrite existing records

☐ Remove records not in the file

UPLOAD

CANCEL

6. If you would like to remove any existing users who are not included in the new file, select the second checkbox. This will delete those users from the directory.

UPLOAD USERS

DOWNLOAD TEMPLATE

Choose File users.csv

☐ Overwrite existing records

☐ Remove records not in the file

UPLOAD

CANCEL

7. Click *Upload* to complete the process, or click *Cancel*.

Note: If your user file contains columns that do not exist in the grid, they will be ignored in the upload.

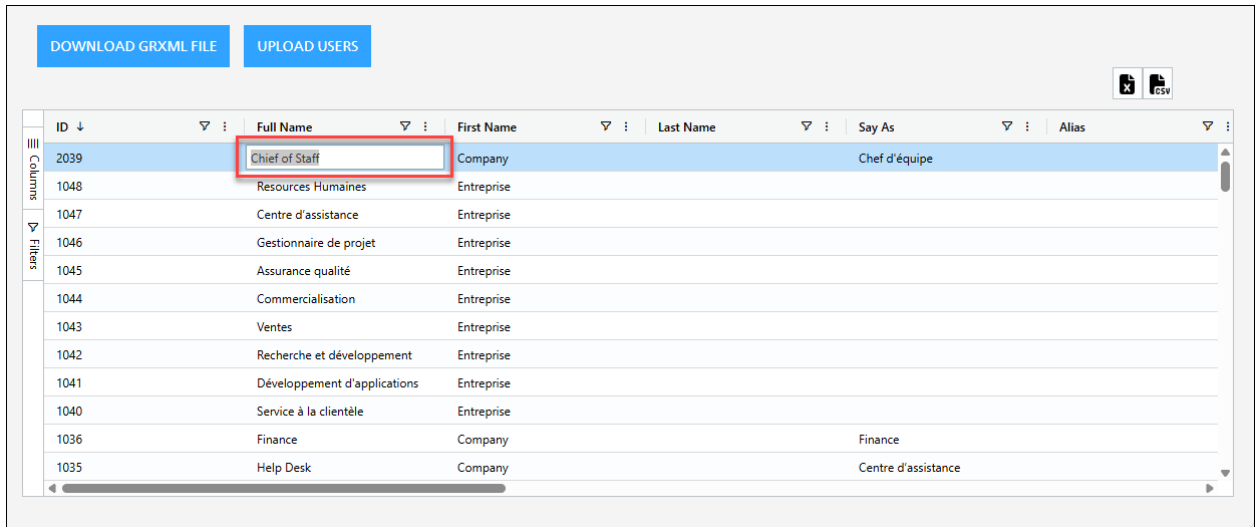
Editing Users

Administrators may modify details for existing users directly in the users directory.

To modify a user, follow the steps below:

1. Locate the user you wish to modify.
2. Double-click the field you wish to modify.

DOWNLOAD GRXML FILE UPLOAD USERS



ID ↓	Full Name	First Name	Last Name	Say As	Alias
2039	Chief of Staff	Company		Chief d'équipe	
1048	Resources Humaines	Entreprise			
1047	Centre d'assistance	Entreprise			
1046	Gestionnaire de projet	Entreprise			
1045	Assurance qualité	Entreprise			
1044	Commercialisation	Entreprise			
1043	Ventes	Entreprise			
1042	Recherche et développement	Entreprise			
1041	Développement d'applications	Entreprise			
1040	Service à la clientèle	Entreprise			
1036	Finance	Company		Finance	
1035	Help Desk	Company		Centre d'assistance	

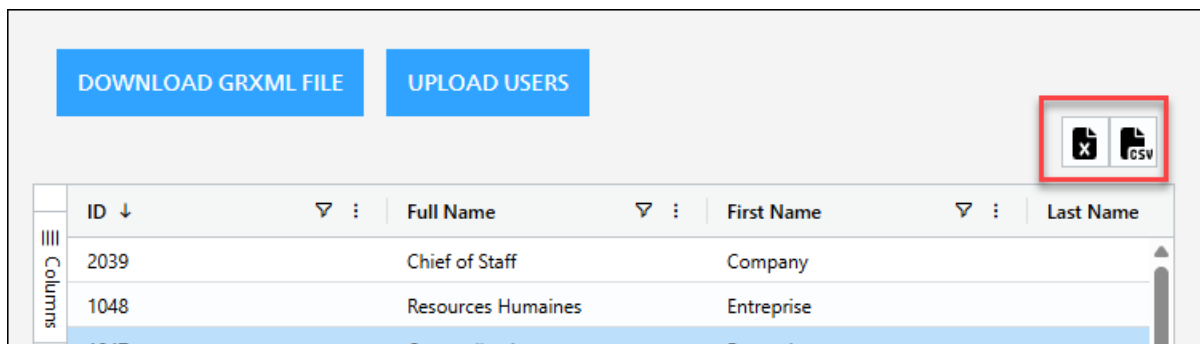
The field becomes editable. You may delete the text and replace it with your desired content.

3. Click anywhere outside the current field in the grid to save the new value. You may repeat these steps as many times as required.

Export Options

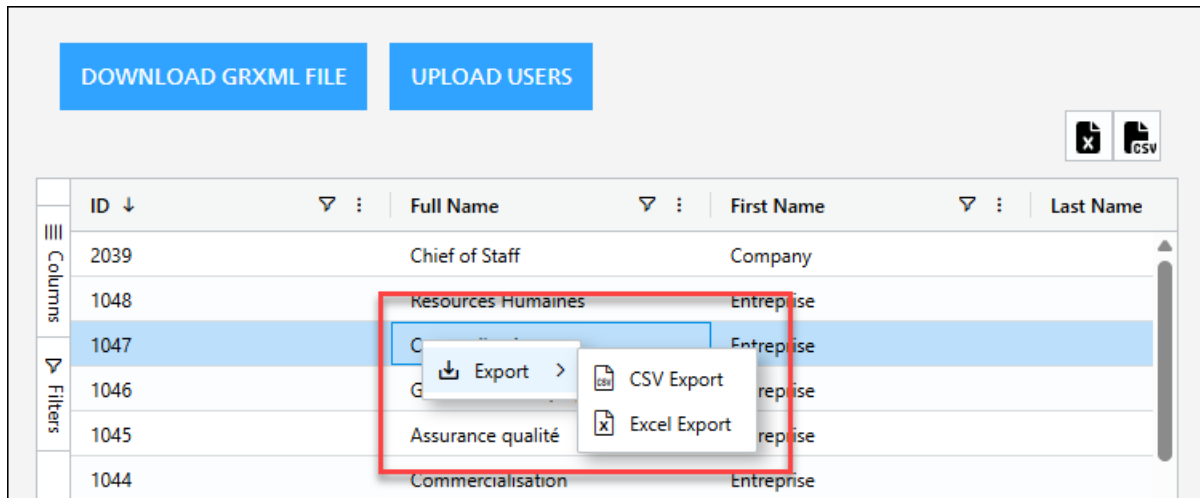
The two export buttons located in the top right corner of the screen allow users to export the current user directory to an Excel or CSV file.

DOWNLOAD GRXML FILE UPLOAD USERS



ID ↓	Full Name	First Name	Last Name
2039	Chief of Staff	Company	
1048	Resources Humaines	Entreprise	
1047	Centre d'assistance	Entreprise	

Alternatively, you may also right-click on any field in the grid to access the right-click menu. This menu also allows you to export the directory to an Excel or CSV file.



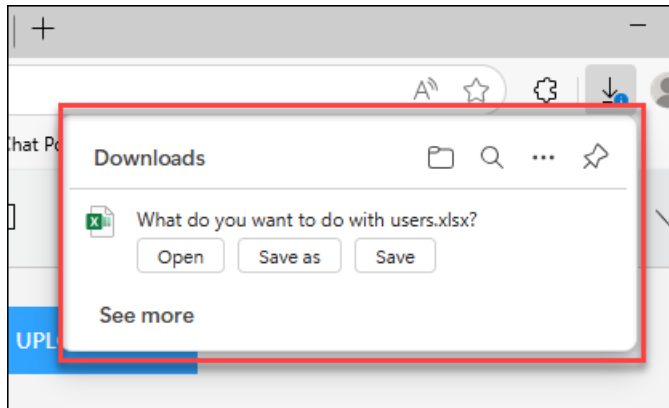
To export your directory, follow the steps below:

1. The export will produce a file containing the current columns and rows that are visible in the grid. Ensure that your grid is configured beforehand using the Columns and Filters options to exclude any data you do not want included.
2. When you are ready to export your grid, select your preferred method. You may either export to CSV or Excel.



Click the corresponding button.

3. You will be prompted to open or save your file.



Follow the browser prompts to access your file. By default, the file will typically be saved to your computer's Downloads folder unless you specify a different location.

Note: It is recommended to create a CSV backup of your user directory through the download options on a regular basis. If you need to recover your list, or revert any changes, you may do so by uploading your backup file through the *Upload Users* button.

Logs

The Logs tab provides information about the name recognition, outlining the contact's creation date and time, the caller's utterance, the outcome, the language, the file name, and the name recognition confidence. This information provides users with insight into the performance and accuracy of SayMyName, helping them identify and address any issues with name recognition. By identifying areas where the system may struggle, users can make improvements to enhance its overall effectiveness. SayMyName logs are accessible to Team Leads, Supervisors, and Administrators.

SAY MY NAME

Users

Logs

ID	Ice C...	Cr... ↓	Utter...	Name	Outcome	Language	Filename	Confiden...	Ani	Dnis
6303	64591	8/8/2024...	Jamie	Jamie Sc...	Success	en-CA	▶	72		
6302	64591	8/8/2024...	Dennis	Dennis ...	Wrong Name	en-CA	▶	48		
6301	64581	8/8/2024...	Erin Opal...	Erin Opal...	Success	en-CA	▶	74		
6300	64581	8/8/2024...	Jamie	Jamie Sc...	Success	en-CA	▶	78		
6299	64571	8/8/2024...	Matthew...	Matthew...	Success	en-CA	▶	74		
6308	64611	8/8/2024...	Nicolas ...	Nicolas ...	Success	en-CA	▶	0		
6307	64611	8/8/2024...	Nicolas ...	Nicolas ...	YesNo ASR Failure	en-CA	▶	32		
6306	64611	8/8/2024...			Fail reason: ASR ...	en-CA	▶	0		
6305	64611	8/8/2024...	Nicolas ...	Unkown	Name not found...	en-CA	▶	0		
6304	64601	8/8/2024...	Shaundal...	Shaundal...	Success	en-CA	▶	89		
6298	64561	8/7/2024...	Joseph Y...	Joseph Y...	Success	en-CA	▶	84		
6297	64561	8/7/2024...			Fail reason: ASR ...	en-CA	▶	0		
6296	64551	8/7/2024...	Joseph	Joseph Y...	Success	en-CA	▶	70		
6295	64541	8/7/2024...	Joseph	Joseph Y...	Success	en-CA	▶	78		
6294	64541	8/7/2024...			Fail reason: ASR ...	en-CA	▶	0		
6293	64531	8/7/2024...	Joseph Y...	Joseph Y...	Success	en-CA	▶	0		
6292	64531	8/7/2024...	Joseph Y...	Unkown	Name not found...	en-CA	▶	0		
6291	64531	8/7/2024...	Joseph	Joseph Y...	Wrong Name	en-CA	▶	44		
6290	64521	8/7/2024...	Dennis	Dennis ...	Success	en-CA	▶	81		
6289	64521	8/7/2024...	Jamie Sc...	Jamie Sc...	Success	en-CA	▶	95		
6288	64521	8/7/2024...	Jamie	Jamie Sc...	Success	en-CA	▶	97		

Configuring the Logs Grid

The logs can be filtered to display key data and can be exported to share externally.

Columns Options

The Logs Grid provides all information for each log entry. Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.

ID	Ice C...	Cr...	Utter...	Name	Outcome	Language	Filename	Confiden...	Ani	Dnis
6303	64591	8/8/2024...	Jamie	Jamie Sc...	Success	en-CA		72		
6302	64591	8/8/2024...	Dennis	Dennis ...	Wrong Name	en-CA		48		
6301	64581	8/8/2024...	Erin Opal...	Erin Opal...	Success	en-CA		74		
6300	64581	8/8/2024...	Jamie	Jamie Sc...	Success	en-CA		78		
6299	64571	8/8/2024...	Matthew...	Matthew...	Success	en-CA		74		
6308	64611	8/8/2024...	Nicolas ...	Nicolas ...	Success	en-CA		0		
6307	64611	8/8/2024...	Nicolas ...	Nicolas ...	YesNo ASR Failure	en-CA		32		
6306	64611	8/8/2024...			Fail reason: ASR ...	en-CA		0		
6305	64611	8/8/2024...	Nicolas ...	Unkown	Name not found...	en-CA		0		
6304	64601	8/8/2024...	Shaundal...	Shaundal...	Success	en-CA		89		
6298	64561	8/7/2024...	Joseph Y...	Joseph Y...	Success	en-CA		84		
6297	64561	8/7/2024...			Fail reason: ASR ...	en-CA		0		
6296	64551	8/7/2024...	Joseph	Joseph Y...	Success	en-CA		70		
6295	64541	8/7/2024...	Joseph	Joseph Y...	Success	en-CA		78		
6294	64541	8/7/2024...			Fail reason: ASR ...	en-CA		0		
6293	64531	8/7/2024...	Joseph Y...	Joseph Y...	Success	en-CA		0		
6292	64531	8/7/2024...	Joseph Y...	Unkown	Name not found...	en-CA		0		
6291	64531	8/7/2024...	Joseph	Joseph Y...	Wrong Name	en-CA		44		
6290	64521	8/7/2024...	Dennis	Dennis ...	Success	en-CA		81		
6289	64521	8/7/2024...	Jamie Sc...	Jamie Sc...	Success	en-CA		95		
6288	64521	8/7/2024...	Jamie	Jamie Sc...	Success	en-CA		97		

The grid will refresh with the selected columns.

The table below explains the columns you can display.

Logs Grid Columns	
Column Name	Description
ID	The log ID.
ice Contact ID	The contact ID for the call.
Created	The date and time that the utterance was recorded.
Utterance	The caller's spoken utterance. This is the name or destination that the caller has spoken to SayMyName.
Name	The name from the user directory that SayMyName has matched to the caller's utterance.

Outcome	The outcome of the match. Options include: • Success • Failure • Name not found in DB • Wrong Name
Language	The language selected by the user in the workflow.
Filename	The recording of the utterance. Click the play button to listen to the caller's utterance.
Confidence	The confidence score received from the speech recognition.
ANI	The originating address.
DNIS	The destination address.

Column Header Sorting

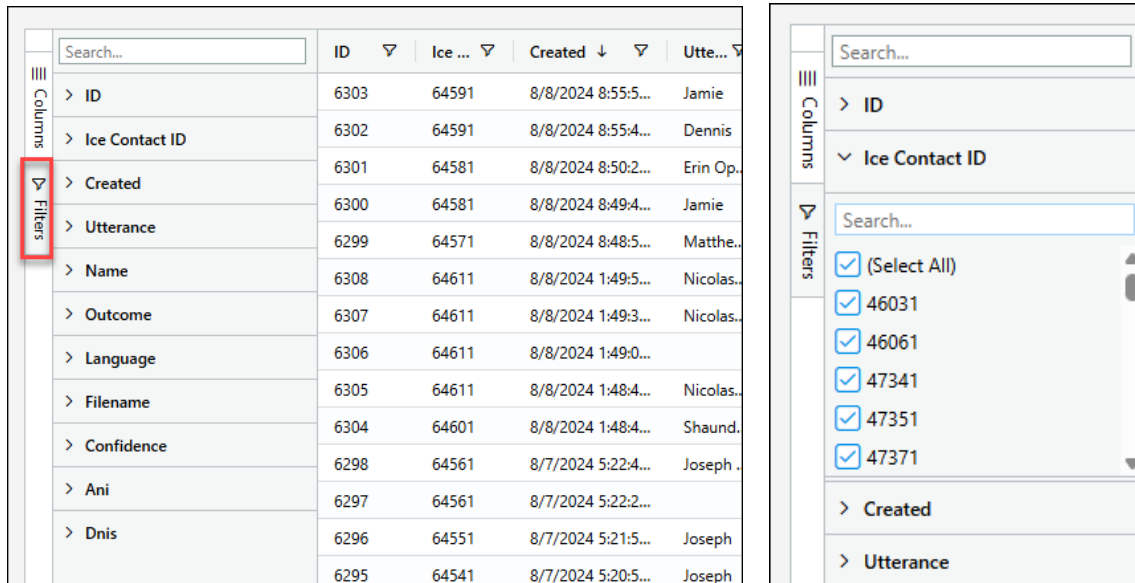
Select the column name to sort the rows in the grid by the selected column.

ID ↑	Ice Contac...	Created
1002	46031	5/15/2024 5:39:...
1003	46031	5/15/2024 5:40:...
1004	46031	5/15/2024 5:40:...
1005	46031	5/15/2024 5:41:...
1006	46061	5/15/2024 6:14:...

ID ↓	Ice Contac...	Created
7356	67311	8/19/2024 2:32:...
7355	67311	8/19/2024 2:32:...
7354	67301	8/19/2024 2:20:...
7353	67301	8/19/2024 2:20:...
7352	67301	8/19/2024 2:20:...

Filter Options

Click the Filters heading on the left side of the table and use the data points available to filter your logs.



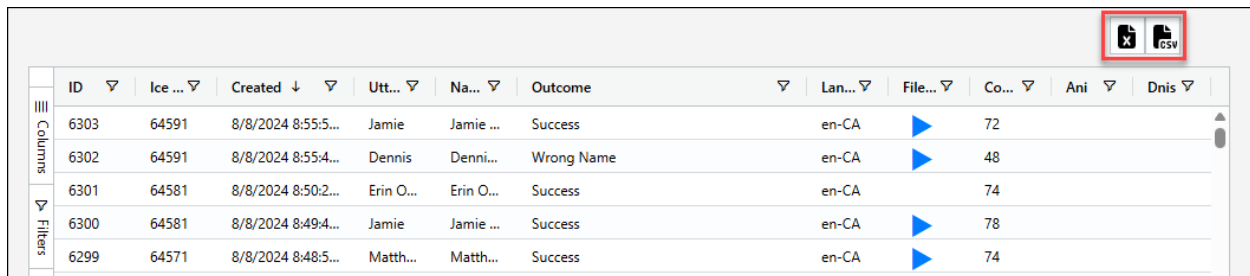
Search...	ID ▾	Ice ... ▾	Created ↓ ▾	Utte... ▾
> ID	6303	64591	8/8/2024 8:55:5...	Jamie
> Ice Contact ID	6302	64591	8/8/2024 8:55:4...	Dennis
> Created	6301	64581	8/8/2024 8:50:2...	Erin Op.
> Utterance	6300	64581	8/8/2024 8:49:4...	Jamie
> Name	6299	64571	8/8/2024 8:48:5...	Matthe..
> Outcome	6308	64611	8/8/2024 1:49:5...	Nicolas..
> Language	6307	64611	8/8/2024 1:49:3...	Nicolas..
> Filename	6306	64611	8/8/2024 1:49:0...	
> Confidence	6305	64611	8/8/2024 1:48:4...	Nicolas..
> Ani	6304	64601	8/8/2024 1:48:4...	Shaund.
> Dnis	6298	64561	8/7/2024 5:22:4...	Joseph .
	6297	64561	8/7/2024 5:22:2...	
	6296	64551	8/7/2024 5:21:5...	Joseph
	6295	64541	8/7/2024 5:20:5...	Joseph

The grid will refresh according to the filter conditions selected.

Note: Use the search field to find a column name in the list.

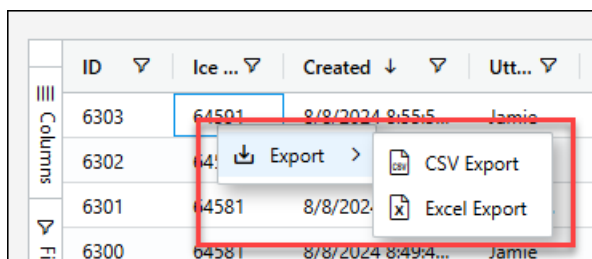
Export Options

The two export buttons located in the top right corner of the screen allow users to export the current logs to an Excel or CSV file.



ID	Ice ...	Created	Utt...	Na...	Outcome	Lan...	File...	Co...	Ani	Dnis
6303	64591	8/8/2024 8:55:5...	Jamie	Jamie ...	Success	en-CA	▶	72		
6302	64591	8/8/2024 8:55:4...	Dennis	Denni...	Wrong Name	en-CA	▶	48		
6301	64581	8/8/2024 8:50:2...	Erin O...	Erin O...	Success	en-CA		74		
6300	64581	8/8/2024 8:49:4...	Jamie	Jamie ...	Success	en-CA	▶	78		
6299	64571	8/8/2024 8:48:5...	Matth...	Matth...	Success	en-CA	▶	74		

Alternatively, you may also right-click on any field in the grid to access the right-click menu.



ID	Ice ...	Created	Utt...
6303	64591	8/8/2024 8:55:5...	Jamie
6302	64591	8/8/2024 8:55:4...	Dennis
6301	64581	8/8/2024 8:50:2...	Erin O...
6300	64581	8/8/2024 8:49:4...	Jamie

Export >

CSV Export

Excel Export

This menu also allows you to export the logs to an Excel or CSV file.

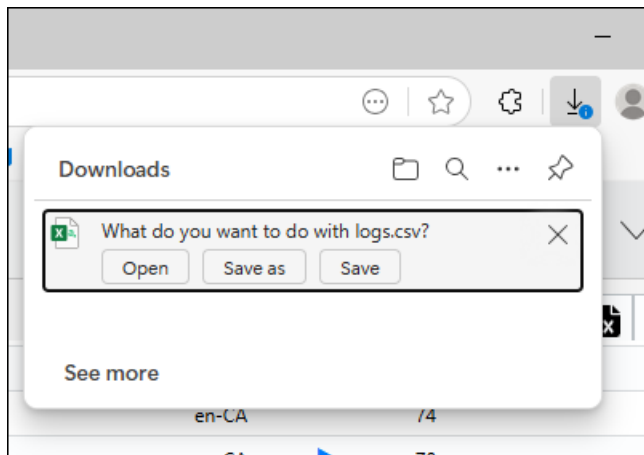
To export your logs, follow the steps below:

1. The export will produce a file containing the current columns and rows that are visible in the grid. Ensure that your grid is configured beforehand using the Columns and Filters options to exclude any data you do not wish to include.
2. When you are ready to export your grid, select your preferred method. You may either export to CSV or Excel.



Click the corresponding button.

3. You will be prompted to open or save your file.



Follow the browser prompts to access your file.