

## Log into Seneca

You hear... You say... You press...

**Seneca Greeting** "USER LOGIN" or

"Please say your name or enter your extension." or

"Please say or enter your password." or

## Seneca Main Menu

"What would you like to do?"

## Place a Call

**Inside Calls**

- "RING <Employee>"
- "LOCATE <Employee>"
- "LOCATE AND RECORD <Employee>"
- "CALL BACK <Number>"
- "CALL BACK AT <Number>"
- "CALL BACK ..."
- ... ON MY LOCATE NUMBER
- ... ON MY VIRTUAL EXTENSION
- ... TO MY LOCATE NUMBER <One>, <Two>, <Three> or <Four>"

**Outside Calls**

- "CALL <Contact Name>"
- "CALL AND RECORD <Contact Name>"
- "REFRESH CONTACT LIST"
- "GET CONTACT INFO FOR <Contact Name>"
- "DIAL <Phone Number>"
- "DIAL AND RECORD <Phone Number>"

*When using the DIAL by voice, make sure you say "ZERO" when dialing 0's in numbers. (For example, to dial 853-0000, you would say: "Dial Eight Five Three Zero Zero Zero Zero")*

"SENECA MAIN MENU"

## Manage Calls

You can place more than one call at a time. While you are taking part in a call, you may say any of the following commands:

- "SENECA, HOLD CALL"
- "SENECA, DROP CALL"
- "SENECA, NEXT CALL"
- "SENECA MAIN MENU"

While all of your active calls are on hold, you may say any of the following commands:

- "GET HELD CALL"
- "DROP CALL"
- "NEXT CALL"

## Set Up Your Mailbox

- "REVIEW GREETINGS"
- "CHANGE ..."
- 5** ... MY LOCATE NUMBER
- ... MY VIRTUAL EXTENSION
- 3** ... MY NAME
- 4** ... MY GREETING
- 7** ... MY PASSWORD
- ... MY OUT-OF-OFFICE GREETING"

## Call Screening

- "ACCEPT CALL"
- "REJECT CALL"
- "ACCEPT AND RECORD"
- "ACKNOWLEDGE"
- "REVIEW CALL"

## Mobility Controls

- "ENABLE / DISABLE ..."
- ... LOCATE"
- ... VIRTUAL EXTENSION"
- ... DO NOT DISTURB"
- ... OUT-OF-OFFICE GREETING"
- ... CALL WAITING"
- ... MISSED CALLS"
- ... PERSONAL ASSISTANT"
- ... CALL SCREENING"
- ... TEXT EMAIL INTRODUCTIONS"

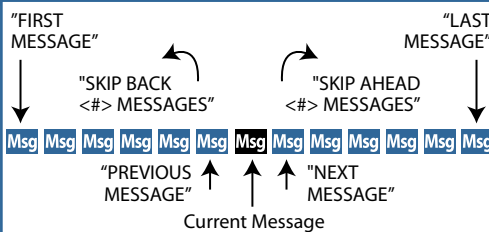
## Transfer Calls

Transfer calls from your desk phone.

- "TRANSFER CALL"
- "TRANSFER CALL TO VOICE MAIL"

# EXT

## Message Management



## Message Playback

<b>Playback Control</b>	<b>Message Management</b>
"REWIND"	"SAVE MESSAGE"
"PAUSE SESSION"	"DELETE MESSAGE"
"RESUME SESSION"	"DELETE ALL MESSAGES"
"FAST FORWARD"	"FORWARD MESSAGE"
"REVIEW MESSAGE"	"REPLY TO MESSAGE"*
<b>Voice Mail Only</b>	"REPLY WITH TEXT"*
"CALL BACK"	"FORWARD WITH TEXT"
"CALL BACK AND RECORD"	"GET ENVELOPE INFORMATION"
"GET PHONE NUMBER"	
<b>E-Mail Only</b>	*Voice Mail/e-mail only
"ADD SENDER"	

## Manage Messages

"What would you like to do with this message?"

- "NEXT MESSAGE"
- "SAVE MESSAGE"
- "DELETE MESSAGE"
- "CALL BACK" — Voice only
- "CALL BACK AND RECORD" — Voice only
- "FORWARD MESSAGE"
- "REPLY TO MESSAGE" — Voice/e-mail only
- "REPLY WITH TEXT"\*
- "FORWARD WITH TEXT" — Voice/fax only
- "REVIEW MESSAGE"
- "GET ENVELOPE INFORMATION"
- "GET PHONE NUMBER"
- "PREVIOUS MESSAGE"
- "FIRST MESSAGE"
- "LAST MESSAGE"
- "SKIP AHEAD <Number> MESSAGES"
- "SKIP BACK <Number> MESSAGES"
- "ADD SENDER" — E-mail only
- "DELETE ALL MESSAGES"
- 0** "MAIN MENU"

## Create Messages

Create a new message.

- "SEND MESSAGE"
- "SEND URGENT MESSAGE"
- "SEND TEXT EMAIL"

## Check for Messages

- "CHECK MESSAGES" *Total message count*
- Urgent Messages (all types)**
- "GET URGENT MESSAGES"
- "GET URGENT SAVED / READ MESSAGES"
- All Messages (all types)**
- "GET MESSAGES"
- "GET SAVED / READ MESSAGES"
- Voice Messages**
- "GET VOICE MAIL"
- "GET SAVED / READ VOICE MAIL"
- E-mail Messages**
- "GET EMAIL"
- "GET SAVED/READ EMAIL"
- Fax Messages**
- "GET FAXES"
- "GET SAVED / READ FAXES"
- Missed Call Reports**
- "GET MISSED CALLS"
- "GET SAVED / READ MISSED CALLS"
- Acknowledgements**
- "GET ACKNOWLEDGEMENTS"
- "GET SAVED / READ ACKNOWLEDGEMENTS"

## Manage Your Calendar

- "CREATE AN APPOINTMENT"
- "GET APPOINTMENTS"
- "GET MEETING REQUESTS"
- "GET MEETING RESPONSES"
- "GET CALENDAR FOR ..."
- ... Today
- ... Tomorrow
- ... Yesterday
- ... <Specific Date> ("February 15", "March 1, 2005")
- ... <Day of Week> ("This Thursday", "Tuesday")
- ... Last <Day of Week> ("Last Monday")
- ... Next <Day of Week> ("Next Friday")
- ... A Week from <Day of Week> ("A Week from Friday")
- ... End of Month"
- ... Beginning of Month"

## Manage Your Session

- 0** "HELP"
- "HELP CATEGORIES" — Play Current Options
- "PAUSE SESSION" — Suspend Seneca
- "RESUME SESSION" — Return to Seneca
- "GOODBYE" — End Call
- "Interrupt Seneca"
- "Turn off "bargе-in"
- 9 9** "LOGOUT"