

Phone Payment System - IVR

Tips and Best Practices for using Automatic Speech Recognition with IVR.

Best Practices when using Voice Assisted IVR:

- Have your bill and your payment information out and available before beginning your call.
- Speak clearly and at a normal pace when speaking responses.
- Starting an entry with the keypad disables speech recognition for that response.
- Avoid using the speaker phone option on your device.
- Place your call from a quiet, noise-free location.
- Do not press the pound key (#) after entries except when entering the dollar amount to be paid.
- Once a prompt begins, do not speak except to answer that prompt. Any speech heard will be interpreted as the response. For example, if while the system says "Now enter your card number one digit at a time" a dog barks or you speak to someone else in the room, the words you speak are "heard" as the answer and may not be correct.

Other useful tips:

1. The introductory prompts and most messages can be skipped by pressing any key on the phone. Suggest using "9" or "#" to skip a prompt or repeat-back message.
2. If you have trouble speaking your entry, simply use the keypad on your phone instead. You cannot mix speaking and keypad responses in the same entry.