CSM TELECOMMUNICATIONS
PHONE DIRECTORY QUESTIONNAIRE

Name:

Dept:

Dial “0” to call the Automated Speech Recognition (ASR) system and ask for yourself. Is your name pronounced correctly?

Yes ______ No ______ Sounded like: ________________________________

When you asked for your name, did the system say (circle the right answer):

a) ‘Just one moment while I transfer you to (your name).’

b) ‘Did you wish to speak with (your name)?’

c) ‘Could you please repeat that for me?’

d) The system never found your name or took excessively long to do so.

If you are known by any other names, please write them down below, e.g., Bill, for William; Bev, for Beverly.

Other first names ____________________________________________

Other last names ____________________________________________

Comments: _________________________________________________________________________________

________________________________________________________________

Please return completed form to the TELECOMMUNICATIONS DEPARTMENT.