



USER GUIDE

OfficeSuite UC[®] for Alexa User Guide

Table of contents

3	Setup and Configuration
4	Intents and Conversation
5	Intent: Open
5	Intent: Set Do Not Disturb
6	Intent: Set Call Twinning
7	Intent: Set Call Forwarding
8	Intent: Get Voicemail
9	Voicemail Audio Player Intents
10	Intent: Delete Voicemail
10	Intent: Set Voicemail as New

This guide will provide all the available commands and speech patterns that will occur during a conversation with the OfficeSuite UC for Alexa skill, as well as a setup guide. For the purposes of this guide, an “intent” will be used to define a user’s desired action when having a conversation with the skill.

Setup and Configuration

Account Setup

To be able to leverage all the features of this product, a user is required to be setup on the WE Connect portal with a working OfficeSuite UC account that is correctly provisioned with an extension and voicemail permissions. The user's voicemail PIN must also be set in the WE Connect portal even if previously configured from a different system.

Skill Setup

To enable a skill, the user will search for the skill in their Alexa app on their device. While the app is in beta, users will first have to ask for access and be invited to try the skill before it appears in their store. Once enabled, the user will be presented with a WE Connect login page that will link their account. Upon successful activation, they will be redirected to a success link. If the user does not link their account, they will be asked to when attempting to converse with the skill before any intents are possible.

Intents and Conversations

For the following conversations, when the {invoke} requirement is present, it means the user must first use an invocation phrase before the command can be said. Invocation should conform to the following general format: <action> <skill name> <connecting word> Ex. “Ask OfficeSuite to”, “Tell OfficeSuite to”, “Use OfficeSuite to”, etc. For a detailed description on different ways to invoke a skill, please visit [Amazon’s documentation](#).

The skill name is configurable and is currently set to “OfficeSuite”.

Intent: Open

Summary: When simply requesting to open the skill, the app will respond by giving a small introduction and giving the user a few intent options. The user is not required to invoke the skill name after opening the skill to state an intent.

Speech:

1. User: Alexa open OfficeSuite
2. User: Alexa start OfficeSuite
3. Alexa launch OfficeSuite
4. Alexa begin OfficeSuite

Notes:

- + Users can add “and” after the above speech commands to link opening with an action. Ex: Alexa open OfficeSuite and turn on Do Not Disturb

Intent: Set Do Not Disturb

Summary: Sets Do Not Disturb on or off.

Speech:

1. User: Alexa {invoke} turn [on][off] Do Not Disturb
2. User: Alexa {invoke} turn Do Not Disturb [on][off]
3. User: Alexa {invoke} OfficeSuite to turn [on][off] Do Not Disturb
4. User: Alexa {invoke} to turn Do Not Disturb [on][off]
5. User: Alexa {invoke} set Do Not Disturb [on][off]
6. User: Alexa {invoke} Do Not Disturb [on][off]
7. User: Alexa {invoke} Do Not Disturb
 - a. Alexa: Would you like to turn Do Not Disturb on or off?
 - b. User: [on][off]

Intent: Set Call Twinning

Summary: Turns Call Twinning on or off and sets the Twinning number.

Speech:

1. User: Alexa {invoke} turn [on][off] Twinning
 - a. [on] **the same for all following conversations for this intent:
 - i. Alexa: What phone number would you like to set as your Twinning target?
 - ii. User: [telnumber]
2. User: Alexa {invoke} turn [on][off] Call Twinning
3. User: Alexa {invoke} turn Twinning [on][off]
4. User: Alexa {invoke} turn Call Twinning [on][off]
5. User: Alexa {invoke} set Twinning [on][off]
6. User: Alexa {invoke} set Call Twinning [on][off]

Intent: Set Call Forwarding

Summary: Allows a user to set their Call Forwarding options. [Forwardoption] can be: voicemail, auto-attendant, extension, telephone number. This intent requires a user to set the number of rings before the call is forwarded. The number of rings must be between 1 and 20 so the user is not able to immediately forward calls using this feature. This functionality can be added later if requested.

Speech:

1. User: Alexa {invoke} turn [on][off] Call Forwarding
 - a. [On] **the same for all following conversations for this intent:
 - i. Alexa: Okay!. Would you like to forward your calls to a telephone number, extension, voicemail, or auto-attendant?
 - ii. User: [forwardoption]
 1. [auto-attendant]
 - a. Alexa: What is the extension number for the auto-attendant you wish to forward your calls to?
 - b. User: [extnumber]
 2. [extension]
 - a. Alexa: What is the extension number you wish to forward your calls to?
 - b. User: [extnumber]
 3. [telephone number]
 - a. Alexa: What is the telephone number you wish to forward your calls to?
 - b. User: [telnumber]
 - iii. Alexa: How many rings would you like to receive before the call is forwarded?
 - iv. User: [number]
2. User: Alexa {invoke} turn Call Forwarding [on][off]
3. User: Alexa {invoke} forward my calls to [forwardoption] [number](optional)
4. User: Alexa {invoke} forward my calls to [telorextnumber]

Intent: Get Voicemail

Summary: Retrieves the user's current voicemail count and gives the user the option to listen to their messages. The voicemails retrieved [voicemailtype] can be: all, new, or saved. If the type is not specified, all voicemails are retrieved. There are many different speech patterns accepted for this intent because a natural way to ask for this can greatly vary.

Speech:

1. User: Alexa {invoke} get [voicemailtype] voicemail **same flow pattern for other conversations for this intent
 - a. Alexa: You have (number) [voicemailtype] messages...Would you like to listen to your messages?
 - b. User: [yes][no]
2. User: Alexa {invoke} get [voicemailtype] messages
3. User: Alexa {invoke} get [voicemailtype] voicemail messages
4. User: Alexa {invoke} get my [voicemailtype] voicemail
5. User: Alexa {invoke} get my [voicemailtype] messages
6. User: Alexa {invoke} get my [voicemailtype] voicemail messages
7. User: Alexa {invoke} get my [voicemailtype] voice messages
8. User: Alexa {invoke} check [voicemailtype] voicemail
9. User: Alexa {invoke} check [voicemailtype] messages
10. User: Alexa {invoke} check [voicemailtype] voicemail messages
11. User: Alexa {invoke} check [voicemailtype] my voicemail
12. User: Alexa {invoke} check [voicemailtype] my messages
13. User: Alexa {invoke} check [voicemailtype] my voicemail messages
14. User: Alexa {invoke} check [voicemailtype] my voice messages
15. User: Alexa {invoke} play [voicemailtype] voicemail
16. User: Alexa {invoke} play [voicemailtype] messages
17. User: Alexa {invoke} play [voicemailtype] voicemail messages
18. User: Alexa {invoke} play my [voicemailtype] voicemail
19. User: Alexa {invoke} play my [voicemailtype] messages
20. User: Alexa {invoke} play my [voicemailtype] voicemail messages
21. User: Alexa {invoke} play my [voicemailtype] voice messages
22. User: Alexa {invoke} get messages
23. User: Alexa {invoke} get voicemail messages
24. User: Alexa {invoke} get my voicemail
25. User: Alexa {invoke} get my messages
26. User: Alexa {invoke} get my voicemail messages
27. User: Alexa {invoke} get my voice messages
28. User: Alexa {invoke} check voicemail
29. User: Alexa {invoke} check messages
30. User: Alexa {invoke} check voicemail messages
31. User: Alexa {invoke} check my voicemail
32. User: Alexa {invoke} check my messages
33. User: Alexa {invoke} check my voicemail messages
34. User: Alexa {invoke} check my voice messages
35. User: Alexa {invoke} play voicemail
36. User: Alexa {invoke} play messages
37. User: Alexa {invoke} play voicemail messages
38. User: Alexa {invoke} play my voicemail
39. User: Alexa {invoke} play my messages
40. User: Alexa {invoke} play my voicemail messages
41. User: Alexa {invoke} play my voice messages

Voicemail Audio Player Intents

Summary: These intents can be invoked while listening to a voicemail. The audio player will play one full message before waiting for instructions on how to proceed. A user can interrupt the audio to state their intent mid-track. These intents do not need any skill invocation. Once a voicemail track is played to the end it will be marked as read and automatically saved unless otherwise specified.

Next – Plays next track.

1. User: Alexa next

Previous – Plays previous track.

1. User: Alexa previous
2. User: Alexa go back

Pause – Pauses the current track.

1. User: Alexa pause
2. User: Alexa stop

Resume – Resumed the current track from the paused position.

1. User: Alexa resume
2. User: Alexa continue

Repeat – Replays the current track from the beginning.

1. User: Alexa repeat
2. User: Alexa replay

Start Over – Starts the entire list of voicemails over from the beginning.

1. User: Alexa start over

Cancel – Stop the current track and exits the audio player.

1. User: Alexa cancel

Intent: Delete Voicemail

Summary: While listening to or having just finished hearing a voicemail in the audio player, a user can delete a voicemail by invoking the skill again. Once deleted, the audio player will automatically play the next voicemail if there is one.

Speech:

1. User: Alexa {invoke} delete message
 - a. Alexa: Are you sure you want to delete this voicemail?
 - b. User: [yes][no]
2. User: Alexa {invoke} delete voicemail
3. User: Alexa {invoke} delete voice message

Intent: Set Voicemail as New

Summary: While listening to or having just finished hearing a voicemail in the audio player, a user can set/keep a voicemail as new by invoking the skill again. Once set, the audio player will automatically play the next voicemail if there is one.

Speech:

1. User: Alexa {invoke} flag voicemail as new
2. User: Alexa {invoke} mark voicemail as new
3. User: Alexa {invoke} keep voicemail as new
4. User: Alexa {invoke} flag as new
5. User: Alexa {invoke} mark as new
6. User: Alexa {invoke} keep as new
7. User: Alexa {invoke} mark voicemail as unread
8. User: Alexa {invoke} flag voicemail as unread
9. User: Alexa {invoke} keep as unread
10. User: Alexa {invoke} mark as unread

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