ADP's COS Customized Dragon Professional Group Commands

	COS Agents	
	What to do and say	**Action**
1	Highlight customer name and then say "get name" then highlight phone number and say "get phone" then highlight the member id and say "get ID".	To copy **customer name**, **phone number**, and **employee id** into text document to be used later with the "paste" commands. Note: You can say "get", "grab", or "copy" before the ID, Phone, or Name. Items that you can "get": **name**, **employee name**, **manager name**, **phone**, **pay group**, and **e-mail**
2	Paste name/ID/phone	You can also say "paste name", "paste phone", and "paste ID", etc. to paste each item individually. You must use the "get" commands to acquire the information first. Once you have used the "get" command to acquire the text, you can then use the corresponding "paste" command as many times as you want (in case there are multiple places you wish to paste that text). Note: You do not need to reacquire the information with a "get" command every time you use the corresponding "paste" command.
3	Get <1-5>	These "get" commands work similar to the "get name", "get ID", and "get phone" commands, but they can be used for "unspecified information". For example, if you are trying to copy three separate items or paragraphs, etc. within a KB article, you can select the first set of text, say "get one", select the second set of text, say "get two", and then select the third set of text and say "get three". Think of these as having 5 additional clipboards to save information to.
4	Paste <1-5>	The "paste" commands are used in conjunction with the "get" commands. For example, saying "paste one" will paste the text that you had selected the last time you said "get one".
5	<escalation> queue	Place your cursor into the Owner field of the Service Request, clear out any existing text, and then say the name of the escalation queue to have the owner filled out. **What you say:** **Dragon Types:** HRS team queue -NASC-HRRES-TEAM Paystub queue -COS-PAYSTB-ESC

		Urgent queue -COS-INQ-MGMT-URGENT e-mail [resolution] queue -NASC-COS-EMAILRESOLUTION HRS Audit queue -NASC-HRRES-AUDIT HRS Callback queue -NASC-COS-CALLBACKHRS Parent HRS queue -NASC-COS-HRS-PARENTSR Client support queue -COS-CLIENT-SUPPORT FSO queue -FSO-PORTAL-SERVICES tier 1.5 queue -NASC-COS-TIER1.5 To make your own escalation queue command, simply create an auto-text in Dragon. Go to "Tools> Command Center> Add New Auto-text…", then enter the name of the queue as "What you say", enter the escalation code as what "Dragon types", check the box for "Plain text" at the bottom right, and then choose "Save".