



## ADP's H&W Customized Dragon Professional Group Commands

H&W Agents	
What to do and say	Action
<p><b>1</b> 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".</p>	<p>To copy <b>customer name</b>, <b>phone number</b>, and <b>employee id</b> into text document to be used later with the "paste" commands.</p> <p>Note: You can say "get", "grab", or "copy" before the ID, Phone, or Name.</p>
<p><b>2</b> Paste name/ID/phone</p>	<p>You can also say "paste name", "paste phone", and "paste ID" to paste each item individually. You must use the "get" commands to acquire the information first. Once you have use 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).</p> <p>Note: You do not need to reacquire the information with a "get" command every time you use the corresponding "paste" command.</p>
<p><b>3</b> Get &lt;1-5&gt;</p>	<p>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.</p>
<p><b>4</b> Paste &lt;1-5&gt;</p>	<p>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".</p>
<p><b>5</b> Type &lt;type&gt; &lt;subtype&gt;</p>	<p>Place your cursor into the "Type" field of the Service Request in Siebel, then say "Type", immediately followed by your Type and Subtype. Example: Say "Type Annual Enrollment Assisted Enrollment". This will clear the Type field (removes "CHANGE REQUIRED"), enters "Annual Enrollment", moves to and clears the Subtype field, and enters "Assisted Enrollment".</p> <p>Note 1: This command is ideal for those that can recall the different types and subtypes by memory. Remember that you cannot pause in</p>

		<p>the middle of the command, so you will need to make sure you know what you are saying for the command before you say it. If you pause after saying "Type", Dragon will just write the word "type".</p> <p>Note 2: If you are able to get out the "Type &lt;type&gt;" as a command, but pause before saying the subtype (example: "Type Annual Enrollment" &lt;pause&gt; "Assisted Enrollment"), the command should still work. This is because we created a "Type &lt;type&gt;" command that allows you to just specify type and will automatically tab to the "Subtype" field.</p>
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