



ADP's TAM Customized Dragon Professional Group Commands

TAM 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". Move to step 2:	To copy customer name , phone number , and employee id into text document to be used later in the written description when agent says "insert call template". Note: You can say "get", "grab", or "copy" before the ID, Phone, or Name.
2	Insert call template	Brings up the call template and auto populates the customer name, call back number, and employee id in Notepad. Note 1: If you only used "get name" and "get ID" but forgot the phone number, for example, the "insert call template" command will still work, but won't have the phone number filled out at all. Note 2: after using the "insert call template" command, the name, phone, and ID will be cleared. This is so that if they get a new call and forgot to use the "get <name/phone/id" commands, it doesn't automatically insert old customer data. Instead it will just insert a blank call template.
3	Insert blank call template	Will insert a blank call template.
4	Paste name/ID/phone	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. Note: after using "insert call template", the "paste name", "paste phone", and "paste ID" commands won't paste any information as these will be cleared. It is recommended to use the "paste name", "paste phone", and "paste ID" commands before using "insert call template", otherwise you will need to use the "get" commands to reacquire the phone, name, and ID.
5	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.
6	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”.