



# VOICE RECOGNITION ENROLLMENT

Voice recognition and facial recognition are two Call Box features that use artificial intelligence to amplify accountability and phone performance.

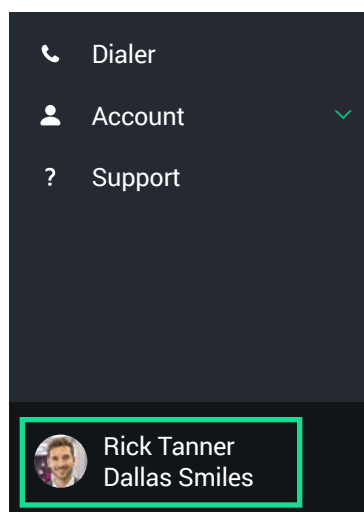
## HERE'S HOW TO ENROLL

1

Log into your Call Box account at [callbox.com](https://callbox.com).


2

Locate your staff profile. You can find it by clicking on your name in the bottom left corner of your dashboard.



3

Once you're in your profile, click **"SET UP NOW"** in the Recognition Profile section.

 Rick Tanner
 [LOGOUT](#)  
[Forgot password?](#)

### Details

Do you handle calls? YES NO

Name  
Rick Tanner

Username  
rtanner

Email  
r.tanner@gmail.com

Role  
Guest Services / Receptionist

Mobile Phone  
214-555-0000

Is this the best number for customers to reach you? YES NO

Phone Code  
1234

Share ID  
00001


Outbound Line  
Outbound BDC | 469-555-2000


[SAVE](#)

### RECOGNITION PROFILE

Make your day easier! Set up your recognition profile in three easy steps.

[SET UP NOW](#)

 Facial Recognition not set up

 Voice Recognition: Not Enrolled ⓘ

### Groups

[Office Staff](#)
[Sales](#)
[BDC Staff](#)


### Reports


[Weekly Call Report](#)  
 Frequency: Individual Alerts


[Staff Activity Report](#)  
 Frequency: Individual Alerts

4

You can set up Voice Recognition from here by clicking **"SET UP."**

 Rick Tanner  
 Recognition Profile


 Facial Recognition not set up
 [SET UP](#)

 Voice Recognition: Not Enrolled ⓘ
 [SET UP](#)

## VOICE RECOGNITION SET UP

1

Input a phone number for us to call you then click **"CALL ME."**

 Rick Tanner  
Recognition Profile

VOICE RECOGNITION SETUP

Let's record some voice samples on the phone you most frequently talk on.

What's the phone number of that phone? We'll call you there now.


[CALL ME](#)

2

When your phone rings, answer. We'll use this call to record a few samples of your voice.

3

Read the sentence on the screen out loud. Then click next to see a new sentence. Continue through all prompts until you see this:

 Rick Tanner  
Recognition Profile

Congratulations, your voice profile is complete!

Please hang up.

[I'M DONE](#)

4

Hang up. We'll now process your voice samples to determine if they're enough for us to recognize your voice.

If you see the following status, we don't have enough samples to recognize your voice. Manually assigning inbound calls to yourself will help Voice Recognition learn your voice more quickly to begin automatically assigning calls.

## RECOGNITION PROFILE



Learning Agent Voice

If you see the following status in the box, you're all set. Nicely done!

## RECOGNITION PROFILE



Voice Profile Ready

**Please note:** Following enrollment, it may take up to 24 hours for our system to process the agent's voice map. We recommend you check back on it the next day. Also, each person must be logged in with his or her own username / password to log in to Call Box and complete enrollment.

**THANKS FOR ENROLLING!**

For additional setup help, please contact our support team at 214-446-7867.