

## Sample Transaction Using Natural Voice Function

- Dial **617-479-4900**
- Listen to the message
- Select the voice option

Say **“Voice”**

System will say:  
“Welcome to Quincy Credit Union Starline System.”

Say **“Please assist”**

You can interrupt and say **“Please assist”** or listen to the menu options. The **“Please assist”** voice prompt is a shortcut to get to the transaction you want without having to listen to all the menu options.

System will say: *“Speak your command.”* At this point you tell the system what you want it to do.

Say **“Balance of my savings account”**

Saying the **“Balance of my savings account”** command prompts the system to begin the transaction. The system will then ask for your Member ID Number and PIN to verify identification.

Say or enter your Member ID  
(Account #)

Say or enter your PIN

Once you enter your Member ID Number and PIN for authentication, Starline allows you to perform multiple transactions by speaking various commands. See *Commonly Used Commands (inside this brochure)*.

## Natural Voice Function *(cont.)*

The system will retrieve your account listings based on your personal profile. If there are multiple accounts, the system will list the accounts. To select the account you want to work with, you would:

Say **“That one”**

When the system is finished with a transaction, it will prompt you for the next transaction by saying *“Speak your command.”*

Say **“Stop”** to stop a transaction  
Say **“Back”** to go to the previous menu

## Helpful Hints

- ❖ Listen carefully to the options
- ❖ All options have prompts to assist you through your transactions. Help is always an option.
- ❖ Try to be patient as you familiarize yourself with the new options!
- ❖ Avoid using “speaker phone” function on your telephone, as the system may pick up external sounds.
- ❖ Touch tone option - If you press 1 when the system begins speaking, this will advance you into the menu.



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Rev 7/18



# Starline Audio Response Phone System User Guide



# 617-479-4900

## User's Guide to Starline Audio Response Phone System

Three method options are available when working with your accounts in QCU's Starline Audio Response Phone System:

- ❖ Touch Tone
- ❖ Voice Recognition
- ❖ Natural Voice Commands

### Touch Tone and Voice Recognition Options

Using the touch tone and Voice Recognition options, callers will be prompted through menu choices. For each transaction or account selection, the system will tell you which touch tone key to select or what to say.

#### This requires listening carefully to each menu prompt.

For Example: To select an account to work with (using touch tone), press 1.

To select an account to work with (using voice recognition), the system will say, "You can say 'Savings.'"

The system will return a listing of your accounts. You can begin your transaction by selecting the corresponding account.



## Natural Language Option

Natural language is different than voice recognition in the fact that it allows you to speak to the system as you would naturally speak to a teller. Speaking to the system using the voice command prompt is easy, and with use, natural language will become second nature.

To start the transaction, select the voice option by saying "**Voice**". This command will be followed by the welcome message.

You can say "**Please assist**" at any point.

The system will return with "*SPEAK YOUR COMMAND.*"

For Example:

Say "**Transfer \$20.00 from my savings to my checking.**"

The system will prompt you to say or enter your Member ID Number and PIN (Personal Identification Number), using voice or touch tone functions. If multiple account types exist, like Primary Share Account, the system will list by description, then number. For example, "Primary Share Account, 123456"

When you hear the account you want to work with, you say "**that one.**"

Accounts are identified by description, not number. Joint Accounts are listed by number.

### Commonly Used Commands

Use with "**Please assist**" prompt

- ❖ "List all transactions on (speak name of the account, such as savings, checking, CD, loans, etc)"
- ❖ "List all deposits on (speak the name of the account)"
- ❖ "List all withdrawals on (speak the name of the account)"
- ❖ "List all payments on (speak the name of the account)"
- ❖ "Last payment on (speak the name of the loan)"
- ❖ "List all my checks on (speak the name of the checking account)"

## Sample Transaction

•Dial **617-479-4900**

| <i>Welcome to Quincy Credit Union's Starline System.</i>  |  |
|---|--|
| Touch Tone  | Voice Recognition  |
| Press 1   | Say " <b>Voice</b> "   |
| When you hear the option you want:  |  |
| Press your key choice   | Say your transaction choice  |
| Transaction choice for both methods will be:  |  |
| 1   | Select an account  |
| 2   | Transfer money   |
| 3   | All accounts balances  |
| 4   | General information  |
| 5   | Product information  |
| 8   | More Choices   |
| To select an account to work with:  | To select an account to work with, system asks "What would you like to do?" and lists choices above. (You can interrupt) |
| Press your key choice   | Say " <b>Select an account</b> "   |
| For both:<br>Say or enter your Member ID Number,<br>Say or enter your PIN<br><br>Listen to the prompts and the corresponding choices. |  |

