

Spoken Name Directory

All associates with a SpartanNash/MDV extension are accessible through the Spoken Name Menu. Currently, all names have been recorded with a computer-generated name.

If you haven't already recorded your name, please personalize your voice recording as follows:

To record your name:

- 1 From a quiet environment, dial the Spoken Name Directory at extension 8782108. You will hear "Speak a name".
- 2 Press 123 to access the name recorder.
To be able to record your name, you need to find it in the directory first.
- 3 When you are ready to proceed, press 1.
- 4 When prompted to "ask for your name as would any caller wishing to reach you," simply say your name.
- 5 Follow the instructions to confirm your identity, then enter your PIN and press #. **Your PIN is your seven digit extension number**
- 6 When prompted, say your name, and then follow the instructions to accept your recording or make another one.
- 7 If the system can not find your name, please contact Scott Wicke at extension 1203551 or Mike Kammeraad at extension 8782459.

To reach a person using the Spoken Name Menu:

- ❖ From within a SpartanNash/MDV Support Center or Distribution Center, dial 8782108.
- ❖ From outside of a SpartanNash/MDV Support Center or Distribution Center, dial 616-878-2108 or Toll Free 800-228-8454

When prompted, simply say the name of the person.

When the name is returned confirm with a Yes or No. If a No the system will try again.

Spoken Name Menu Do's and Don'ts

- ❖ Speak normally, at a regular pace. Exaggerating your pronunciation may hinder voice recognition.
- ❖ When asking for a person, say the first name followed by the last name. Do not use first names only.
- ❖ No need to wait until the end of the system prompt: you can "barge-in" and interrupt the system to make a request.
- ❖ You will get better results using the handset rather than speakerphone.
- ❖ Make sure there is no interfering noise, such as radio in the background.