



Gabi Voice User Guide

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INTRODUCTION

Gabi Voice provides a voice user interface to a multifunction printer (MFP) device without requiring any modifications to the firmware or customization to existing physical hardware. The product is designed to provide an intuitive method for interaction for a typical MFP device.

The voice user interface is structured via natural language input and adapts to variances based on user speech patterns. As the input is detected from the conversation, a corresponding set of machine executable commands are derived from a database whitelist of known functions. Gabi Voice will only perform actions that have been pre-programmed, which will be covered later in this document. The Gabi Voice solution is designed to be an on-premises device that securely interfaces with IBM Watson® once the wake-word has been invoked and language commands have been supplied.

TERMINOLOGY

Intent: Expected goal to be achieved.

Entity: An item, term, or object that provides context to the intent.

Wake-word: A word said aloud to start the microphone recording service. Throughout the document when mentioning the wake-word, it is assumed the user is saying "Hey Gabi"

VUI: Voice User Interface.

INSTALLATION

For detailed installation instructions please consult with the installation guide documentation. Typically, any end-user who is familiar with the configuration of the MFP can install Gabi Voice, as it is designed to be plug-and-play.

USER INTERACTION

The user can invoke Gabi Voice simply by using their voice, hands-free and say out loud the wake-word ("*Hey Gabi*") along with the intended intent.

This action triggers the release of the microphone from a non-recording state and into an active recording stream. The recording stream will be activated until it detects a natural pause in the conversation.

When a command is detected, it will invoke a sub process to determine if the minimum available parameters have been supplied. If additional options are required, a conversation dialog will be initiated to gather more input from the user.

At any time, a user can simply say “Cancel” to break out of the dialog and return to the default home/idle state.

In situations where Gabi Voice is processing a request or it is waiting for further user input from the user, the speaker/microphone unit will invoke LED visual patterns to indicate state:

- Thinking: LED is flashing green
- Listening: LED is solid green
- Error: LED is solid red
- Idle: LED is solid white
- Startup: LED is flashing white

CAPABILITIES OF GABI VOICE

The following multifunction printer functions are enabled with Gabi:

- Copy
- Email
- Server Fax
- Secure Print Release
- Service Ticket Assistance
- Supply Level Inquiries

PROCESS FLOW

As the user navigates the voice user interface the speaker unit is equipped with LED lights to provide a visual indicator.

- When the device is in a thinking state, the LED bars will flash
- The LED bars will be a solid green when the microphone is activated
- The LED bars will be a solid red when an error occurs, either through the voice service or a device error from the MFP

When invoking a command, be sure you hear a beep before stating the command.
Ex. “Hey Gabi, (beep) make a copy”

AVAILABLE INTENTS

Copy

Overview:

Gabi Voice can guide the user through the steps of performing a copy on the MFP.

Example Invocations:

- Hey Gabi [*pause for beep*] Make a Copy
- Hey Gabi [*pause for beep*] Make 3 Copies
- Hey Gabi [*pause for beep*] Make a Copy double sided
- Hey Gabi [*pause for beep*] Make 5 Copies
- Hey Gabi [*pause for beep*] Make 10 Copies single sided

Entities:

- Quantity (1-50)
- Sides (Double-sided or Single-sided)
- Color (Black and White, Full Color or Auto Detect Color)

Example Flow:

User - "Hey Gabi [*pause for beep*] Make a Copy."

Gabi - "Your Job will now begin."

To access your MFP's additional options for making a copy, you'll need to add these values at the end of your command as shown in the below example interaction.

User - "Hey Gabi [*pause for beep*] Make a Single Sided Copy."

Gabi - "Your Job will now begin."

Caveats:

- Leveraging copy functionality by an external application such as Gabi Voice is only made possible in EIP 4.0. As such, this feature is only available for such devices.
- Copy function does not support the following:

- Booklet making, C/Z-folding and hole punching are not supported
- Layout adjustments and Job Assembly functions are not supported

Email

Overview:

Using the Gabi VUI, a user can construct a scan job ticket with the purpose of scanning a document to an email. If the user is currently logged-in at the time, then the session will be associated with the process.

The email is sent to the recipient directly from the device using the SMTP settings as defined locally.

Example Invocations:

- Hey Gabi [*pause for beep*] Scan to Email
- Hey Gabi [*pause for beep*] Scan to Email to John Doe

Entities:

- Contact Name
- Sides (Double-sided or Single-sided)
- Color (Black and White, Full Color or Auto Detect Color)

Gabi will decipher from the user input *first name, last name, email address*.

If a name is supplied and multiple entries exist in the device address book, then the user will be prompted to confirm the correct entry. For example:

Gabi will say: Say 1 for Mark Jacobs ... Say 2 for Marc Simpson

If Gabi deciphers "MYSELF" as the input name and there is a logged in user, that user's email will be used as the destination address.

Example Flow:

User - "Hey Gabi [*pause for beep*] Scan to Email."

Gabi - "Now checking for logged in users to email. I could not find a logged in user's email. Who would you like to email?"

User - "Bruno Silva"

Gabi - "Now searching the address book. Do you want to email Bruno Silva?"

User - "Yes"

Gabi - "Okay, would you like to set any additional options?"

User - "Yes"

Gabi - "Which option would you like to set? Say 'I need help' for a list of options or help me with setting and [Option Name]"

User - "I need help."

Gabi - "Options are sides, color, resolution, original type, paper size, orientation, lighten, darken, searchable text, background suppression, subject line and file attachment name. To set, say Set [Option Name] to [Value]."

Caveats:

- If the device address book is unavailable due to permission restrictions, then it will not be queryable for user selection.
- If MFP has an active session logged-in at the local user interface then an error "The device is busy" will be reported by Gabi Voice. This is a known limitation of EIP and will be addressed with a future patch provided by Xerox®.
- The Email application does not support the following:
 - Not all scan file formats – PDF is the default
 - Build Job is not supported
 - Layout adjustments and job assembly functions are not supported

Note: Changes to the address book - additions and deletions - will require an export of the address book. Consult the Gabi Voice Installation Guide for more details.

Server Fax

Overview:

Server fax is only supported at this time. Using the Gabi VUI, a user can construct a scan job ticket with the purpose of setting the destination to be a fax recipient. If the

user is currently logged-in at the time, then the session will be associated with the process.

The fax is sent to the recipient directly from the device using the fax communication settings as defined locally.

Example Invocations:

- Hey Gabi [*pause for beep*] Send a Fax
- Hey Gabi [*pause for beep*] Send a Fax to Jane Doe
- Hey Gabi [*pause for beep*] Send a Fax using my keyboard

Entities:

- Contact Name
- Fax Number
- Sides (Double-sided, or Single-Sided)
- Color (Black and White, Full Color or Auto Detect Color)

Gabi will decipher from the user input first name, last name, fax number.

If a name is supplied and multiple entries exist in the device address book, then the user will be prompted to confirm the correct entry. For example:

Gabi will say: *Say 1 for Mark Jacobs ... Say 2 for Marc Simpson*

Below are example invocations on how to access such options.

Example Flow:

User - "Hey Gabi [*pause for beep*] Send a Fax."

Gabi - "Please say a contact name for your fax, or say use keyboard to enter your fax number"

User - "Bruno Silva"

Gabi - "Now searching the address book. Do you want to fax Bruno Silva?"

User - "Yes"

Gabi - "Okay, would you like to set any additional options?"

User - "No"

Gabi - "Now sending your fax... Your fax is on it's way!"

By leveraging the advanced layers Gabi has to offer, you'll be able to trigger the advanced job features from your Xerox MFP through vocal commands.

Once your advanced command is issued, your job will initiate from Gabi to your MFP.

Caveats:

- If the device address book is unavailable due to permission restrictions, then it will not be queryable for user selection.
- If MFP has an active session logged-in at the local user interface then an error "*The device is busy*" will be reported by Gabi Voice. This is a known limitation of EIP and will be addressed with a future patch provided by Xerox®.
- It is the responsibility of the user engaged in the VUI to supply a valid fax number in accordance with the dialing restrictions of the environment. Gabi Voice will not attempt to parse or format the number any differently than how it was provided by the user.
- The Fax application does not support the following:
 - Cover sheet
 - Contrast adjustment
 - Layout adjustment
 - Starting rate, delay send, email confirmation, fax cover sheet, job assembly, etc.
 - Fax mask data is not supported. No special character support.

Note: Changes to the MFP's address book - additions and deletions - will require an export of the address book. Consult the *Gabi Voice Installation Guide* for more details.

Secure Print

Overview:

Allows a user to release secure print jobs from the queue. When invoked, the user will be asked to enter their pin via an external USB keypad (not supplied). Any jobs matching the logged-in user id will be automatically released.

Due to confidentiality of the file names, no job names will be read out loud.

Example Invocations:

- Hey Gabi [*pause for beep*] Release my secure prints
- Hey Gabi [*pause for beep*] Delete my secure prints

Entities:

- Secure Print Type (Release or Delete)
- PIN Number

Caveats:

- The MFP must be at a minimum firmware level of 100.XXX.028.05200. Otherwise jobs cannot be released.
- The PIN code can only be read from an external keyboard. The on-board soft-keyboard cannot communicate with Gabi Voice. While we support most external USB keyboards, it is recommended to use the Xerox® T00015 accessibility keyboard.

Machine Status

Overview:

Allows a user to retrieve machine status as it would be displayed on the walk-up screen, i.e. "Tray 4 is empty. Machine is in sleep mode."

The machine status will be read out loud including any errors that need resolution.

Example Invocation:

- Hey Gabi [*pause for beep*] What is the status of my device?
- Hey Gabi [*pause for beep*] What is the status of my machine?

Entities: None

Caveats: None

Supply Levels

Overview:

Allows a user to query the MFP to determine paper and toner levels.

Example Invocations:

- Hey Gabi [*pause for beep*] What are my paper levels?
- Hey Gabi [*pause for beep*] What are my toner levels?

Entities: None

Caveats:

- SNMP must be enabled as a service on the MFP for this to operate correctly. In addition, the public community string must be configured if different from default.

Inquiries

Overview:

Allows a user to submit a service request or sales inquiry to a predetermined endpoint. In the event of a service request, any available diagnostics are collected along with the message body.

The user will be prompted to supply an optional message to accompany the message request.

This message will be transcribed into plain-text automatically.

The destination of such a request is customizable per Gabi Voice instance/location.

Example Invocations:

- Hey Gabi, [*pause for beep*] Submit a service request
- Hey Gabi, [*pause for beep*] Contact my sales rep

Entities:

Inquiry type (Sales or Service)
Message body (speech to text)

Caveats:

Service and sales inquiry capabilities are determined by the MFP service and sales providers. Not all providers are able to accept email requests.



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Please work with your service and sales providers to establish if Gabi Voice service and sales inquiry functionality is available.

Additional Support

For issues with your Gabi Voice setup or installation, please contact support@gabisolutions.com or call (888) 414-Gabi

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