

HOW TO ADD A CUSTOMER NOTE ON YOUR APPLE DEVICE USING DICTATION

This guide will show you how to save time by using the dictation option on your Apple device to dictate information rather than typing it in.

Firstly, you need to ensure that the dictation function is turned on. To do this follow these 4 simple steps:

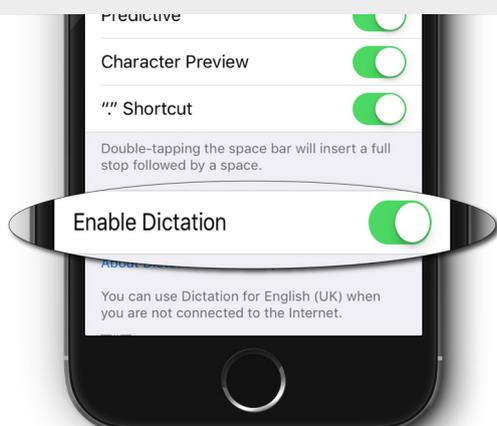
01 Tap the **Settings** icon on your Apple device.



02 Scroll down and tap the **General** option.



03 Now find and tap the **Keyboard** option.



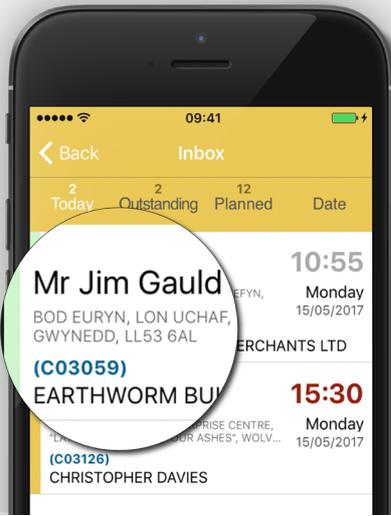
04 Tap **Enable Dictation**.*

* Please note: If the button space is green then dictation is already turned on.

You are now ready to use dictation on your Apple device.

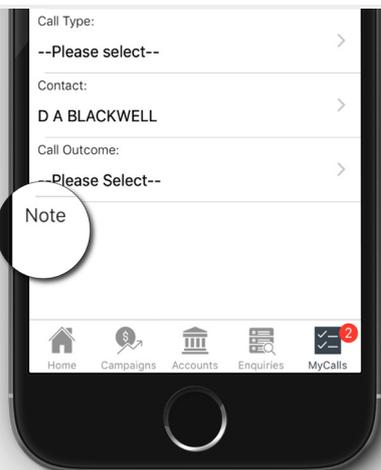
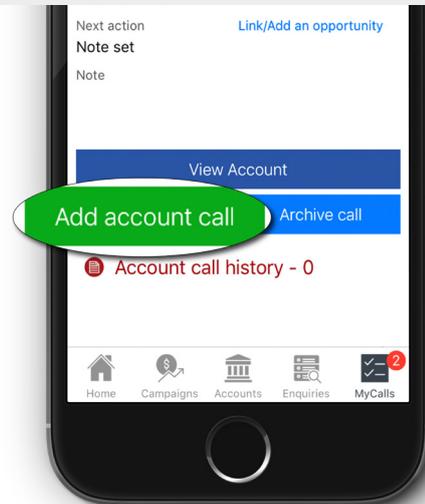
The below scenario is based on dictating a note for a follow up action.

05 Load the **sales-i** app and from the homescreen, tap on **Today**.



06 Select the account you wish to add a note to.

07 Tap the green **Add account call** button.

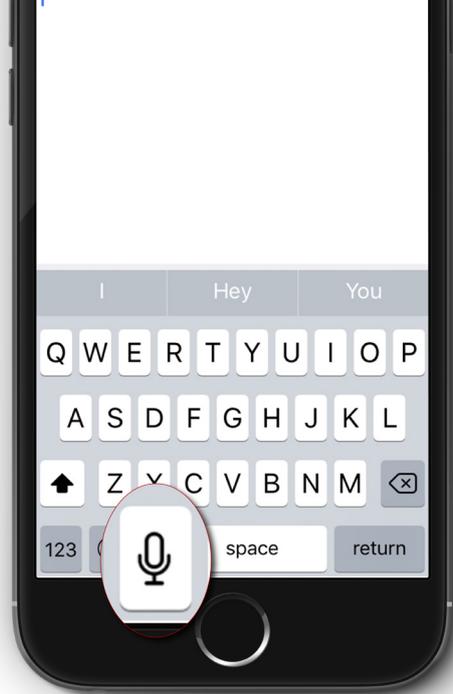


08 Fill out the required fields* e.g. Call Type and Call Outcome and then tap **Note**.

*Visit our support site for a detailed guide on how to add notes -

[HOW TO ADD A NOTE TO MYCALLS](#)

09 Press the **Microphone** icon to begin dictation and speak into your device in a normal speed and tone.



10 Once you have finished speaking, tap **Done** to complete dictation.

The words spoken will be shown as standard text on the screen.

You can now save the note and continue as normal.

REMEMBER:

You will need a Wi-Fi or (at least) a 3G connection for this to work successfully!

Any time you see the small microphone icon next to the spacebar on the keyboard, dictation is available.

