



WELCOME TO KNOXVILLE TVA EMPLOYEES CREDIT UNION VOICE BANKING

The Knoxville TVA Employees Credit Union skill provides financial information and processes skill transactions from your Amazon Echo devices. Using the Knoxville TVA Employees Credit Union skill, you can do things like:

- Transfer funds from one account to another
- Request an account balance
- Make a payment

NOTE: You must be enrolled in online banking to use the Knoxville TVA Employees Credit Union skill. If you are not yet enrolled, please go to tvacreditunion.com or call us at (865) 544-5400.

ADDING THE SKILL TO YOUR MOBILE DEVICE

To use the Knoxville TVA Employees Credit Union skill, you must enroll. During this step, we will:

- **Authenticate you are an authorized user of your account.** Once we've done that, we will link your account for use with the Knoxville TVA Employees Credit Union skill.
- **Allow you to pick nicknames for use with the Knoxville TVA Employees Credit Union skill.** You'll specify a nickname for each account you want to use with the Knoxville TVA Employees Credit Union skill. You will refer to those nicknames (rather than the description from your statement) when using the skill.
- **Specify a mobile number and email address.** These will only be used within the Knoxville TVA Employees Credit Union skill to send security codes and provide information about your activity within the skill.
- **Select how you'd like to receive security codes.** Text or email so we may authenticate you from time to time when using the Knoxville TVA Employees Credit Union skill.

STEP ONE

- On your mobile device, open the Amazon Alexa app.
- From the **Home Screen**, click the hamburger (☰) menu at the top left of screen.
- Select **Skills**.
- Search for and select **Knoxville TVA Employees Credit Union** from the Alexa Skills Store.

TIP: Once you've added the skill, it will show up under Your Skills inside the Alexa app. This menu is available in the top right corner of the Alexa app. If the Knoxville TVA Employees Credit Union skill has not been linked, an 'Account linking required' note will appear on the Your Skills page. You must complete the account linking process within five minutes, or it will time out.

STEP TWO

- Tap the **Enable** button.
- On the Welcome screen, tap **Continue**.
- Then you will be taken to the Terms and Conditions and need to tap **Accept and Continue**.
- Enter your online banking **User Name and Password**. Then tap **Verify** to confirm your online banking credentials.
- Map the Knoxville TVA Employees Credit Union account names to your existing accounts.

NOTE: When using the Knoxville TVA Employees Credit Union skill, you will use the Nickname shown in the column on the left.

STEP THREE

- Enter your email.
- Enter your mobile phone number for SMS text messages.
- Enter a four-digit PIN that will be used to authenticate you only for the Knoxville TVA Employees Credit Union skill.
- Tap **Submit**.
- Tap **Map Accounts** to confirm the mappings.

NOTE: The email address and mobile phone number are used only for the Knoxville TVA Employees Credit Union skill and does not affect your email address on file at the Credit Union.

STEP FOUR

- Tap **Submit**.
- Select Text - SMS or Email as the delivery method for authentication codes.
- Tap **Submit** to complete the account linked process.
- You are now ready to use the Knoxville TVA Employees Credit Union skill.

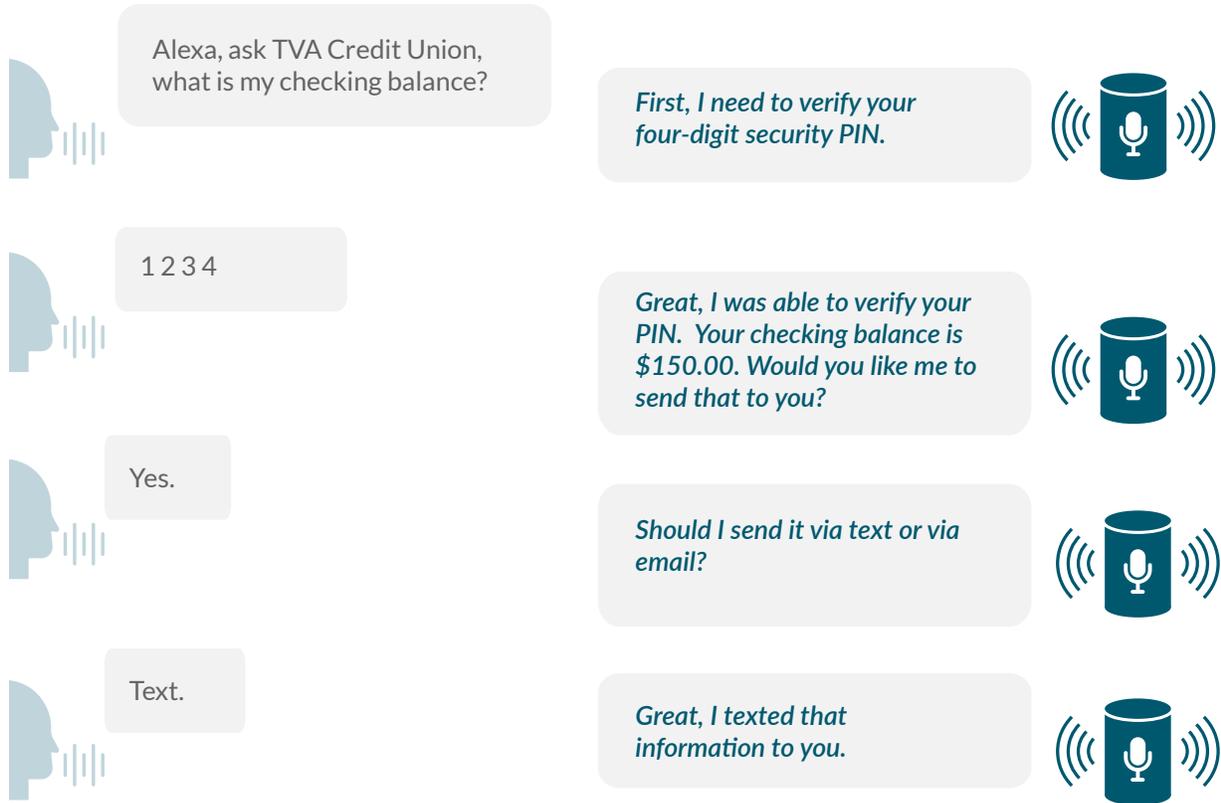


USING ECHO DEVICES

When working with Alexa-enabled devices, each task (for example, requesting your checking balance) is a separate and distinct conversation. Each time you begin a task with Alexa, a new conversation is started and will continue until the task is complete.

TIP: Introducing a new topic or starting a new task cannot be done until the current conversation is finished. To invoke the Knoxville TVA Employees Credit Union Skill, say "Alexa, open TVA Credit Union."

SAMPLE CONVERSATION



In the example above, you cannot ask Alexa to switch gears halfway through the conversation and do a transfer. You must complete the conversation about the checking balance before moving on to a new task. You can begin a conversation with Alexa in two different ways:

- Say "Alexa, open TVA Credit Union." This opens the skill and begins a general conversation. Alexa will welcome you, and then you can begin a task like, "What is my checking balance?" This method is a little longer but may be easier for new users.
- You can also directly begin a task. For example, "Alexa, ask TVA Credit Union, what is my checking balance?" This method skips the open step and welcome message. For this reason, it's preferred by most users.

Once you've started a conversation, Alexa will respond with questions when she needs information from you to complete the task. Listen carefully to her questions as she will provide guidance if she needs the answers stated a specific way. If at any time you wish to stop the current conversation, you can say "Cancel" and then restart the conversation.

USING THE KNOXVILLE TVA EMPLOYEES CREDIT UNION SKILL

Using the Knoxville TVA Employees Credit Union skill involves having a conversation about a specific task you want to perform.

1. Ensure the Amazon Echo device is turned on and ready to begin a conversation. If using an Amazon Tap, press the microphone button.
2. Start the conversation with Alexa. For example, to transfer from checking to savings, you can say:
 - "Alexa, open TVA Credit Union." This opens the skill and begins a general conversation. Alexa will welcome you, and then you can begin a specific task like "Transfer \$10 from checking to savings." **or say**
 - "Alexa, tell TVA Credit Union to transfer \$10 from checking to savings" This skips the open step and welcome message.
3. Alexa may prompt you for your four-digit security PIN (you set this up during Account Linking). If she does, say the PIN to authenticate.
4. Alexa will prompt you, as needed, for any information she needs to complete the task. Listen carefully to her questions as she will provide guidance if she needs the answers stated a specific way.
5. Alexa may ask if you'd like to receive a receipt or additional information by text or email.
6. When you're done with this conversation, you can:
 - Start a new conversation.
 - Log out of the skill. This will end the conversation and close the skill. To start a new conversation, you'll be required to enable the skill and speak your security PIN again.

TIP: If you forget to log out, don't worry. You'll be logged out automatically after 10 minutes of inactivity.



TASKS YOU CAN DO USING “TVA CREDIT UNION”

Here are some tasks you can perform through the Knoxville TVA Employees Credit Union skill. Keep in mind:

- You do not have to say the exact text listed. We've tried to train Alexa to get an idea of what you want, no matter how you say it. If you have a suggestion for how you should ask for a specific task, please let us know!
- Many of these tasks use your mapped nicknames. Replace bold text with a different mapped nickname to use a specific account.

YOU CAN DO THIS	TO START THE CONVERSATION, JUST SAY SOMETHING LIKE THIS
Request this User Help document	Alexa, ask TVA Credit Union ... <ul style="list-style-type: none">• What commands can I use?• To send user commands
Perform an immediate transfer <ul style="list-style-type: none">• From deposit account to deposit account• From deposit account to loan (payment)	Alexa, tell TVA Credit Union ... <ul style="list-style-type: none">• To transfer \$10 from savings to checking• To pay my auto loan
Get information about a specific loan <ul style="list-style-type: none">• Balance• Payment amount due• Payment due date	Alexa, ask TVA Credit Union <ul style="list-style-type: none">• To tell me about my auto loan• To text me information about my auto loan• To email me information about my auto loan
Get information about all of your loans/deposit accounts	Alexa, ask TVA Credit Union <ul style="list-style-type: none">• What are my loans/accounts?• To text me a summary of my loans/savings/checking• To email me a summary of my loans/savings/checking
Get information about your credit union <ul style="list-style-type: none">• Name• Phone number• Mailing address• Routing number• Hours• Year founded• CEO name	Alexa, ask TVA Credit Union what is the.... <ul style="list-style-type: none">• Name of my credit union• Phone number of my credit union• Address of my credit union• Mailing address of my credit union
Get a balance for a deposit account	Alexa, ask TVA Credit Union Alexa, tell TVA Credit Union ... <ul style="list-style-type: none">• To tell me my balance• To text me my savings/checking account balance• To email me my savings/checking account balance
Get your deposit account history	Alexa, ask TVA Credit Union <ul style="list-style-type: none">• To tell me about my savings account history• To text me my checking account history• To email me my savings account history
Help	Alexa, ask TVA Credit Union to help me.
Set a preference for how the Knoxville TVA Employees Credit Union provides responses. Also referred to as “receipt preference,” this task allows you to bypass any prompts to text or email you information (not just receipts). You can set the preference to: <ul style="list-style-type: none">• Always ask for all receipts• Text all receipts• Email all receipts	Alexa, tell TVA Credit Union to.... <ul style="list-style-type: none">• Always ask for all receipts• Text all receipts• Email all receipts
Get a list of your mapped account nicknames	Alexa, ask TVA Credit Union, what are my mapped accounts?
Hear and/or request information on any promotions available	Alexa, ask TVA Credit Union if there are any promotions.
Hear some general information about finance or security	Alexa, ask TVA Credit Union to educate me.



ALEXA TERMINOLOGY AND INDICATORS

The terminology below is used throughout the document:

- **Account Linking** – Alexa skill setup process that handles authentication to another system (like online banking) and also sets preferences, such as email address or phone number.
- **Alexa** – Amazon’s voice control system. This is what allows you to speak to your Echo device and enables it to understand and respond.
- **Alexa Application (App)** – Amazon mobile application that allows you to set up and maintain skills for your specific Echo devices.
- **Dot** – Amazon’s smaller hands-free, voice-controlled Alexa device.
- **Echo** – Amazon’s hands-free, voice-controlled Alexa device.
- **Invocation Name** – A phrase which lets Alexa know you want to perform a task in a particular skill. This is similar to opening the program on your computer.
- **Tap** – Amazon’s wireless Alexa device. The Tap requires you to press a button to make a request.
- **Skill** – A skill is a specific group of tasks that have been added for use with an Alexa device. It’s a little like installing a program on your computer or an app on your mobile device.

Alexa-enabled devices offer visual cues for users through either a light ring (Echo and Dot) or front-facing light bar (Tap) to display the current operation or status.

AMAZON ECHO AND DOT

ECHO RING LIGHTS	ECHO PROCESS
Solid blue with spinning cyan lights	Device is starting up
All lights off	Device is waiting for a request
Solid blue with cyan pointing in the direction of person speaking	Device is processing a request
Solid red light	Microphone is muted

AMAZON TAP

TAP LIGHTS	ECHO PROCESS
Pulsing blue light over cyan lights from left to right	Device is starting up after the power button is pressed
All cyan lights fill the light strip	Device is waiting for a request after the microphone button is pressed
All cyan lights pulse quickly	Device is processing a request

TROUBLE SHOOTING

If: Alexa doesn’t understand a request or has an unanticipated response.

Then: Speak “cancel” into the device to exit the skill. Alexa will confirm the process is canceled. You will need to restart the conversation.

If: You receive the error, “There was a problem with the requested skill’s response.”

Then: Alexa has encountered a problem completing the task. Say “Alexa, cancel” and restart the conversation.

If: You have more than one task to complete in the Knoxville TVA Employees Credit Union skill.

Then: Only one conversation can be conducted at a time. When the initial conversation is complete, you will need to start a new conversation by saying “Open TVA Credit Union” or “Ask TVA Credit Union to...”. Depending on the length of time between conversations, you may or may not need to speak your PIN again.

If: Alexa doesn’t recognize an account or gives an error that a nickname is not mapped for an account.

Then: You can request a list of your mapped accounts by saying, “What accounts do I have mapped?” This can also be emailed to you.

If: You want to change your mapped nicknames.

Then: You will need to disable the skill in the Alexa app, re-enable it, and complete the Account Linking process above again. You will be prompted to set up your mapped nicknames again.

If: You want to change your four-digit security PIN.

Then: You will need to disable the skill in the Alexa app, re-enable it, and complete the Account Linking process above again. You will be prompted to set up your security PIN again.

If: You want to change your email address.

Then: You will need to disable the skill in the Alexa app, re-enable it, and complete the Account Linking process above again. You will be prompted to set up your email address again. This only affects the email address used by the Knoxville TVA Employees Credit Union skill. It does not update the email addresses on file for you at the Credit Union.

You want to change your mobile phone number.

Then: You will need to disable the skill in the Alexa app, re-enable it, and complete the Account Linking process above again. You will be prompted to set up your mobile phone number again. This only affects the mobile phone number used by the Knoxville TVA Employees Credit Union skill. It does not update the mobile phone number on file for you at the Credit Union.

