

# employee productivity suite from Nuance

The experience speaks for itself™



## Imagine a Campus Where...



Productivity is powered  
by the  
human voice

## Nuance's Employee Productivity Suite

provides **speech-driven applications** that cut costs while enhancing faculty, staff and student communications productivity and business processes.



Transform your faculty and student directory into a speech-driven tool that drive productivity while reducing costs.



Reset passwords or implement high-speed emergency and event notifications using the power of speech-enabled applications.



Friends and family can reach faculty, staff and students quickly through simple voice commands – no more fumbling through touch-tone dial-by-name directories.

### Speech Enable Once – Leverage It Many Times...

#### Speech-Driven Campus Directory Applications

- Internal Dialer
- SpeechAttendant/OpenSpeechAttendant
- Automated Password Reset
- Emergency and Event Notification

No need to upgrade your existing telecom infrastructure to take advantage of Nuance speech-driven applications because Nuance's EPS can be deployed in virtually any telecom environment (old and new) — a major benefit in today's tight budget climate!

Call us at 1-866-968-2623 and say "sales department." Let's talk about how EPS can address your telecom challenges.

# Employee Productivity Suite

## Powerful Speech-Enabled Applications

### Internal Dialer

#### Challenge

- Operators handle a high volume of internal calls (from faculty, staff and students)
- Faculty and staff are often on the move between multiple offices
- Frequent updating and reprinting of faculty and facility directories

#### Solution

**Internal Dialer** transforms your directory into a speech-driven tool that drives productivity while reducing costs.

Faculty and staff can easily reach each other by simply saying their name – no more outdated extension contact lists. Calls are easily rerouted to alternate office or mobile numbers through voice commands, ensuring secure and transparent communication regardless of physical location.

### Automated Password Reset

#### Challenge

Legislation requires a more accountable IT infrastructure, which in turn usually means having passwords issued at regular intervals.

Today's average user has a minimum of 8 passwords to manage (Secure Enterprise Magazine, 2003).

Stanford University found that its average cost per PIN/password reset was \$46. (*EduCause, Management by Fact: Benchmarking University IT Services, 2004.*)

#### Solution

Save money, improve security and increase efficiency with speech-enabled Password Resets. Advanced voice biometrics deliver security and efficiency, liberating IT staff – whether in-house or outsourced – to focus on more demanding service issues.

### EPS Base Unit Speech-Enabled Employee Directory



### Speech Attendant/ OpenSpeech Attendant

#### Challenge

- Students need access to other students, professors and university services around the clock
- Operators are struggling with increasing call volume (start of semester, enrolment days and admission days)
- Operators are spending excessive time handling general inquiries from the community at large (FAQs)

#### Solution

**SpeechAttendant** and **OpenSpeechAttendant** improve service by allowing external callers (such as students, suppliers and family members) to access information 24/7 and reach faculty, staff or departments quickly and easily through simple voice commands – no more fumbling through DTMF dial-by-name directories, or listening to exhaustive menus. Callers simply say the name, department and information they are trying to reach.

#### Challenge

The Federal Emergency Alert System (EAS) public notification scheme requires strict adherence to the Common Alerting Protocol (CAP) standard to ensure support for FEMA's continuity-of-operations requirements:

- Initiate notifications via phone, web and remote access
- Deliver automated interactive voice and text notifications to the widest variety of devices (including office/ cell/home phones, office/personal e-mail, etc.)
- Confirm message receipt per person
- Create reports to determine how many recipients received their notifications.

#### Solution

**Voice-powered Emergency/Event Notification** delivers secure, simple and immediate notification to any number or email address of management, response teams, faculty/staff and contractors before, during, and after an event or crisis.

### Emergency Broadcast Messaging