

employee productivity suite from Nuance

The experience speaks for itself™



SpeechAttendant®/OpenSpeechAttendant™ ::

benefits

- Decrease your telecommunications costs by efficiently routing callers to their destination with the most accurate and natural speech-enabled auto attendant available in the market today.
- Boost employee productivity by providing single-number access to other employees' offices and alternate phones, remote offices, departments, customers, suppliers, and more.
- Implement your speech-enabled auto attendant solution quickly—usually within a few days—thanks to Nuance's innovative product design and structured implementation approach.
- Maintain your auto attendant system with ease using extensive tools for monitoring and analyzing system performance, as well its corporate directory interface module and over one million pre-tuned names that make moves, additions, and changes fast and simple.
- Deploy your system with confidence knowing that more customers—over 2,000—have chosen Nuance's auto attendant solutions to route over 1.5 billion calls yearly.
- Gain peace of mind when it comes to service by choosing Nuance's complete, turnkey solution—the only auto attendant solution manufactured by a speech company

The SpeechAttendant® family of products from Nuance is the industry's most accurate and natural speech-enabled auto attendant solution. Whether it connects directly to a PBX or uses VXML to connect to an IVR platform, SpeechAttendant allows callers to speak the name of a person, department, service, or location and be automatically transferred to the requested party—without the hassle of searching for phone numbers or waiting to speak to an operator.

Organizations can route callers through menu-driven options and provide frequently requested information such as operating hours, mailing address, and driving directions to callers. By offering your callers the convenience and ease of use of a speech-enabled auto attendant system, your organization will reap the benefits of decreased telecommunications costs, increased employee productivity, and an enhanced corporate image.

What's more, the SpeechAttendant family of products is fully integrated with the latest Nuance's Foundation technologies, including Nuance Recognizer 9.0, RealSpeak, and Nuance Verifier. Our research and product teams work hand-in-hand to maximize the potential of our core technologies to ensure the highest quality and best value for our customers.

features/benefits

Unique Name Dictionary

SpeechAttendant provides a unique dictionary containing over one million pre-tuned names. This dictionary significantly increases performance by supporting multiple pronunciations for a name and reduces the time and costs associated with tuning speech applications. Nuance expands this dictionary on an ongoing basis—gathering additions from our systems in use worldwide—so you gain the benefit of continuous performance improvements.

Leading Edge Multi-lingual Support

Using the latest in speech recognition technology and ground breaking next generation engines, several bilingual language packs are available, allowing callers to speak in their native language even when calling into an English system. This leads to high routing and accuracy rates, as well as increased caller satisfaction and easier to navigate calls.

Speak a Sentence

SpeechAttendant allows callers to use complete sentences such as "May I speak with Tom Smith, please?" when interacting with the speech-enabled auto attendant system. This feature improves system performance and dramatically increases end user adoption of the auto attendant technology in customer-facing applications.

Automatic Updating of Corporate Directory

SpeechAttendant will automatically update its directory by interfacing to your existing corporate directory using LDAP or any flat file format. This eliminates the need to maintain two separate directories and ensures that callers are interacting with the most up-to-date information.

Scalability to Accommodate Growth

Thanks to its underlying speech and telephony technologies, SpeechAttendant supports up to 100,000 directory listings and unlimited ports. It also provides unparalleled redundancy. For larger implementations, SpeechAttendant Large Enterprise Edition can support an unlimited number of listings.

Employee Productivity Boosters

SpeechAttendant includes the Call ReDirect feature, which allows your employees to redirect their phone calls to up to eight pre-defined phone numbers or by adding a specific phone number on the fly—using simple voice commands.

Personal Contacts

SpeechAttendant provides a powerful personal contacts feature, where an employee can synchronize their Microsoft Outlook contacts as well as other contacts directly into their own private speech enabled directory. These are then securely accessible by calling into the SpeechAttendant system and using speech to say the name of the person they'd like to reach. This combines all the employees' needs in a single location, with both corporate and private contacts.

"The system surpasses our expectations. Callers could not live without it! It greatly improved our employee productivity and image in the community. Last but not least, it paid for itself within six months."

Don Davenport, Director of Information Technology
City of Independence

PBX Telephony Integration

SpeechAttendant offers the widest selection of telephony interfaces and allows you to seamlessly integrate the product to your current telephony infrastructure:

Digital	SIP	Analog	ISDN PRI
Nortel	*Most SIP	Most analog	Nortel:
Avaya	enabled	switches	DMS 100/250
Mitel	switches		SL1 00
NEC			Lucent:
Siemens			5 ESS

**Must be RFC 2543 Compliant with support for REFER tag*

IVR Platform Integration with OpenSpeechAttendant

Integrating seamlessly into an organization's existing open standards infrastructure, OpenSpeech Attendant enables customers to better leverage their IVR platform investment and provides a strong foundation for adding and customizing voice applications.

Supported VXML Gateways: Most major VXML gateways, including Avaya Voice Portal, Avaya IR, Genesys GVP, and others. For exact listings of supported versions, please contact Nuance.

languages supported

SpeechAttendant currently supports the following languages:

- US English
- UK English
- Australian English
- Canadian French
- American Spanish
- European French

about nuance communications, inc.

Nuance is in the business of helping companies better support, communicate with and understand their customers while maintaining operational efficiency goals. Nuance currently supports over 8 billion care interactions around the world. No other company has as much experience as Nuance in understanding how customers interface with a care operation. Our vision is to make every customer interaction a winning experience. For more information about our customer interaction solutions, business consulting and professional service, call us at 1-866-968-2623 and say "Sales Department" or email us at eps.sales@nuance.com. You can also visit our website at www.nuance.com/care.

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