

# auto attendant solutions from Nuance

The experience speaks for itself™



## SpeechAttendant™

Looking to enhance employee communications and productivity with a speech-driven internal dialing application? Turn to the industry leader.

Nuance has deployed more speech-enabled auto attendant solutions than any other provider. Since 1996, nearly 2,000 customers across the globe have used our auto attendants to receive and correctly direct inbound and/or intra-company calls. Collectively, these solutions route more than 1.5 billion calls per year.

Nuance SpeechAttendant, the industry's most natural and accurate speech-enable auto attendant, 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. SpeechAttendant provides reliable call routing and information retrieval—24 x 7—for organizations with up to 25,000 directory listings. Combining powerful speech recognition with a simple-to-use conversational interface, SpeechAttendant routes callers through voice-driven menu options and provides speech-driven access to frequently requested information, such as operator hours, mailing address, and driving directions. The end results are reduced costs, increased productivity, and enhanced caller satisfaction.

### features/benefits

#### **Proven Speech Recognition Technology**

SpeechAttendant is built on the Nuance Recognizer, the industry's leading speech recognition engine. Because all call flows, application tasks, and functionality are integrated with and optimized for this underlying technology, SpeechAttendant is able to deliver unprecedented performance and accuracy.

#### **Unique Name Dictionary**

SpeechAttendant provides a unique dictionary of over one million pre-tuned names—complete with multiple pronunciations per name—to boost performance and minimize the need for application tuning. Nuance expands the dictionary on an ongoing basis—gathering additional pronunciations for live customer systems across the globe—for continuous performance improvements.

#### **Natural, Conversational Interface**

Featuring a conversational voice user interface (VUI) with natural language processing, SpeechAttendant allows callers to use complete sentences, such as "May I speak with Tom Smith, please?" Offering always-available access to a fast, courteous, and easy-to-use auto-attendant, SpeechAttendant enhances corporate image, while dramatically increasing end-user adoption rates.

#### **Call Redirect**

A Call Redirect feature enables employees to update the directory with their most current contact number—whether a remote facility, home office, or cell phone. Call Redirect asks the employee for his or her new contact information, update the directory, and notifies necessary parties within the organization. Security features validate the employee's identity and eliminates unauthorized call forwarding.

### Automated Updates

Seamless integration with back-end human resource LDAP and Oracle databases automates SpeechAttendant directory updates. This eliminates the need to maintain two separate directories and ensure that callers are always interacting with the most up-to-date information.

### Comprehensive Administration Tools

SpeechAttendant includes a wide range of administration tools—built using customer feedback—to support superior system management and analysis and drive higher performance.

### Rapid Deployment

Thanks to Nance's innovative product design and structured implementation approach, SpeechAttendant can be deployed quickly and easily—typically within a few days.

### Supported Languages:

- US English
- UK English
- Australian English
- Canadian French
- European French
- German
- Dutch
- American Spanish
  
- Bilingual US English/Canadian French
- Bilingual US English/US Spanish

### System Requirements

<b>Processor:</b>	PIV, 1.8 GHz or higher
<b>Memory:</b>	2 GB or higher (may require more depending on the number of entries in the system)
<b>Disk Size:</b>	Minimum 36 GB
<b>Operating System:</b>	Windows 2003 Server
<b>Database:</b>	MS SQL Express 2005 or MS-SQL Server 2005 Standard Edition, 5 CALs

### ABOUT NUANCE COMMUNICATIONS, INC.

Nuance is the leading provider of speech and imaging solutions for businesses and consumers around the world. Its technologies, applications, and services make the user experience more compelling by transforming the way people interact with information and how they create, share, and use documents. Every day, millions of users and thousands of businesses experience Nuance's proven applications and professional services. For more information, please visit [nuance.com](http://nuance.com).

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