

SpeechAttendant™ v11

Bigger, better, and faster than ever!

SpeechAttendant automates call routing by allowing callers to simply speak the name of the person, department or information they want to reach.

In today's fast-paced business world, effective communication is critical to staying one step ahead of the competition. Even as email, text, and instant messaging grow increasingly prevalent, the telephone remains the cornerstone of business communications. That's why it's so important that calls placed to and within your company are handled accurately and efficiently.

There's a better way to automate and enhance call routing, information retrieval, and other directory-based applications.

SpeechAttendant presents a tremendous opportunity for you to drive efficiencies throughout your organization by speech-enabling your corporate telephone directory. If your customers and employees are frustrated with misrouted calls and fumbling through digit-based dialing schemes to enter an extension or spell out a name, and if you're tired of managing multiple telephone numbers and databases, then let us show you how Nuance's SpeechAttendant can automate call routing.

BIGGER

- Support for 400,000 name directory
- Web-based real-time reports
- SNMP alarm support
- Up to 48 ports per server

BETTER

- User-friendly administration tools
- E-mail address playback
- Multiple call handling behavior (DTMF and Voice)
- Windows 2008 Server support
- VMware ESXi Support

FASTER

- Increased transfer speed and accuracy
- Faster directory updates
- Rapid directory assistance tools

Drive Efficiencies from your Corporate Telephone Directory...with the Power of Voice

SpeechAttendant version 11 takes auto attendants to the next level. Using the power of speech, SA v11 delivers unparalleled ease of use and optimum caller satisfaction.

- Industry-leading speech recognition technologies
- Powerful call routing capabilities
- Scalable and flexible architecture

SpeechAttendant – Corporate Telephone Directory



Industry-Leading Speech Recognition Technology

- 400,000 name directory
- Improved spelling dialog
- Improved disambiguation
- Confirmations using spoken name
- Silence recognition



Advanced System Administrator Capabilities

- Email address playback
- Web-based real-time reports
- User-defined display fields for Web searches
- Advanced authentication
- Rapid, multi-medium alarm notification



Powerful Call Routing Capabilities

- Interchangeable DTMF and voice prompts
- Streamlined call transfers through IVR-style menus
- Increased transfer speed and accuracy (90% first transfer success rate!)



Scalable and Flexible Architecture

- Refined architecture delivers 30% improvement in directory update process
- Improved directory analyzer (5 min. – 400k entries)
- Rapid data import (1.5 hours – 400k entries)
- 24x improvement in grammar generation process

Powered by Nuance's industry-leading speech technologies

About Nuance Communications, Inc.

Nuance Communications, Inc. (NASDAQ: NUAN) is a leading provider of voice and language 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 devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, please visit www.nuance.com/go/CEX.

Need more info?

Call 1-866-968-2634 say "Sales Department" or email speech.attendant@nuance.com.