Improve citizen experience while reducing costs.

SpeechAttendant™ natural language call routing – "say who you'd like to reach."

The best way to manage incoming calls, information retrieval, and other directory-based applications.
SpeechAttendant presents a tremendous opportunity for you to drive efficiencies throughout your organization by speech-enabling your telephone directory.

If your citizens 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 is perfect for cost-effective, self-service applications requiring basic call routing.

Using the power of speech, SpeechAttendant delivers unparalleled ease of use and optimum caller satisfaction.

Enhanced citizen satisfaction – provide single-number access to services, employees, departments, and more with the power of voice.

Accurate out of the box – SpeechAttendant includes a unique phonetic dictionary containing over two million pre-tuned names with multiple built-in pronunciations

Proven ROI – decrease your IT and telecommunication costs, and boost employee productivity

Easy to implement – usually within a few days – no IVR required, compatible with existing telephony infrastructure.

Easy to maintain – using extensive tools for monitoring and analyzing system performance. Corporate directory interface module makes moves, additions and changes fast and simple.

"The SpeechAttendant system has exceeded our expectations in terms of providing the citizens with 24/7/365 call routing and information. We've been able to reduce operator staff and cut telecom costs, while driving up caller satisfaction and employee productivity."
City Director of Information Technology

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Government Use Case

SpeechAttendant Improves Operations for Government Agencies

Powers an around the clock information service with enhanced caller experience and reduced IT costs.

Customer Background	Challenge	Solution	Results
• City population of 120,000 • 1,500 employees in 20 remote locations, with a large mobile workforce • 3 operators handling live calls • About 10,000 calls per month	• Offer around the clock "information on request", with natural language • Increase employees efficiency • Need for a scalable solution, easy to update with new entries • Quick customization for special events or seasonal notifications	• One single access number to reach all services and employees, powered by SpeechAttendant • Speech enabled IVR-like service • Efficient navigation for users expecting friendly human contact	• 75% decrease in call volume routed through live operators in two months • 11 months ROI • Streamlined communications process, enhanced customer service

Complete solution to a common challenge

The city faced a need to be more efficient in day-to-day operation and customer service. Their goal was to streamline the communications system for public and internal personnel alike, to provide better access to information and services.

SpeechAttendant provided a single number to dial for the general public. Each caller speaks the name of the person or department they want to reach and is transfered appropriately.

Within two months after implementing this solution, there was a dramatic 75% decrease in call volume routed through live operators, which allowed the city to realize a return-on-investment after only eleven months.

About Nuance Communications, Inc.

Nuance Communications is reinventing the relationship between people and technology. Through its voice and language offerings, the company is creating a more human conversation with the many systems, devices, electronics, apps and services around us. Every day, millions of people and thousands of businesses experience Nuance through intelligent systems that can listen, understand, learn and adapt to your life and your work. For more information, please visit nuance.com.

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