

# Nuance SpeechAttendant®

Enhanced self-service through  
natural speech

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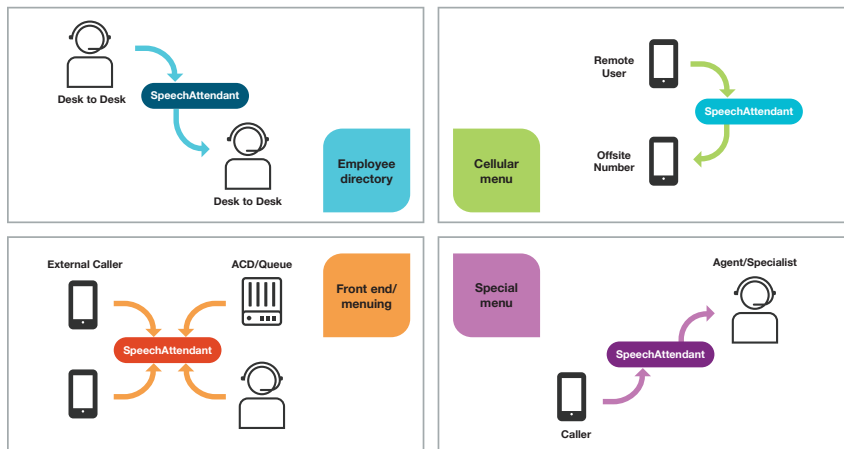
SpeechAttendant® is a robust, accurate, natural voice-driven auto attendant solution. Whether it connects to a PBX or to an IVR platform, SpeechAttendant allows callers to speak the name of a person, department, service, or location and be automatically transferred to the requested party – without the hassle of searching for phone numbers or waiting to speak to an operator.

SpeechAttendant delivers an enhanced self-service experience often associated with much costlier systems. Utilizing Nuance's advanced speech recognition technologies allows the system to handle complex call routing requests with ease.

SpeechAttendant is perfect for cost-effective, self-service applications requiring basic call routing. Organizations can easily 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 can improve customer experience, enhance your corporate image, decrease telecommunications costs and increase employee productivity.

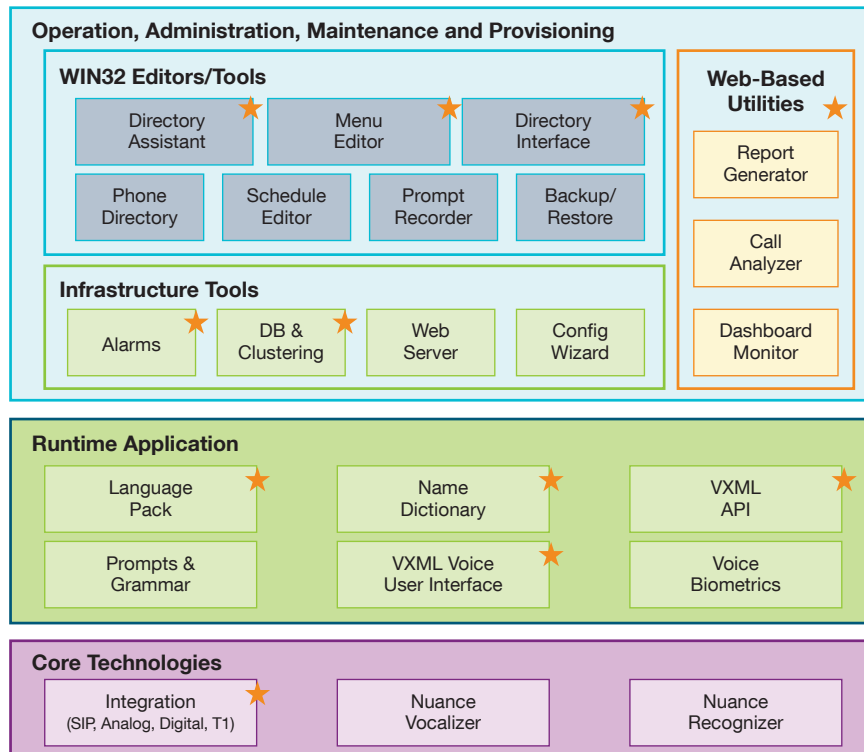
### Common Applications



- **Enhanced self-serve.** Provides single-number access to services, employees (office and alternate numbers), 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.** Decreases your IT and telecommunication costs and boosts employee productivity
- **Quick to implement.** Usually within a few days – thanks to Nuance’s innovative product design and structured implementation approach.
- **Easy to maintain.** Makes moves, additions and changes fast and simple, using extensive tools for monitoring and analyzing system performance, including a corporate directory interface module and over two million pre-tuned names.
- **Added Security.** Ensures sensitive information is always protected

### Behind the Scenes

Accuracy...it’s all about technology!



- Build and manage easily via admin-friendly, powerful GUI
- Directory Assistant automatically flags problematic entries
- Dynamic corporate directory integration (daily, low/zero admin)
- Web-based searchable directory tools
- SNMP Alarm monitoring for enterprise integration
- Redundancy, clustering management tools

- 2M+ phonetic dictionary improves performance
  - Continuous phonetic dictionary, updates decrease admin time
- Simultaneous bilingual recognition
  - Natural language understanding
- Built VXML 2.0 - industry standard
- VXML API allows to connect to external access

- Leading edge speech technology
- Multiple, flexible PBX and IVR integrations available

**Core Technologies**

Leveraging Nuance’s established leadership in voice recognition technologies, SpeechAttendant is fully integrated with Nuance Recognizer and Nuance Vocalizer – the core technologies that have become the de facto standard throughout various industries to deliver leading-edge applications on mobile phones, in cars and across organizations of every type.

Refined over decades of deployments, SpeechAttendant brings a sophistication and maturity that are unmatched in the industry. From advanced telephony integration that enables seamless merging and flexible configuration with multiple PBX and IVR systems, to a dynamic, global phonetic dictionary including over two (2) million names and

growing, SpeechAttendant is the premier auto attendant solution for directories of any size.

**Runtime Applications**  
*Dynamic, Global Phonetic Dictionary*

SpeechAttendant provides a unique phonetic dictionary containing over two 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—automatically gathering additions from our systems in use worldwide—so you gain the benefit of continuous performance improvements.

**Advanced Telephony Integration**

SpeechAttendant offers the widest selection of telephony interfaces and allows you to seamlessly integrate with your current telephony infrastructure via Digital, SIP, Analog or ISDN PRI. For a complete list of supported versions, please contact Nuance.

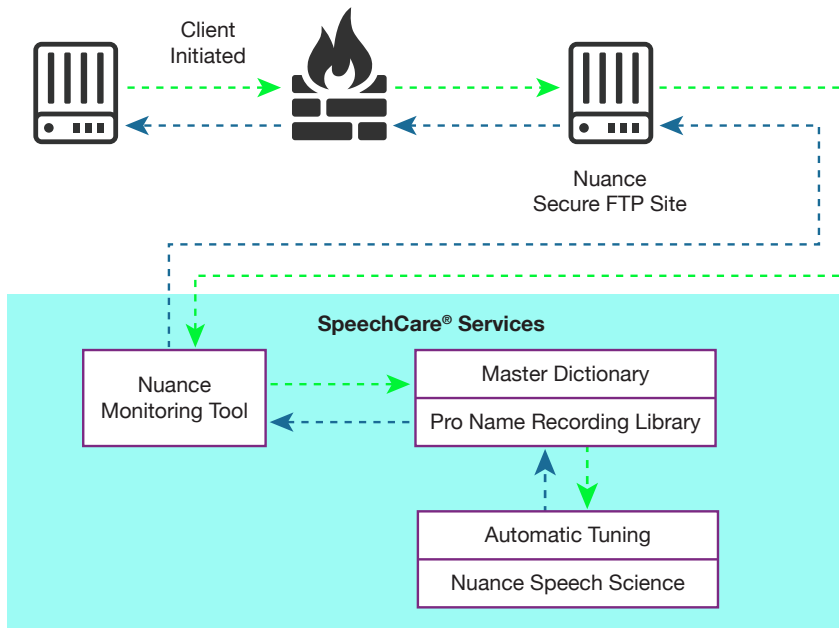
**IVR Platform Integration**

Integrating seamlessly into an organization’s existing open standards infrastructure, Speech 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, Cisco, Genesys and others. For a complete list of supported versions, please contact Nuance.

**Massive Scalability**

Thanks to its underlying speech and telephony technologies, SpeechAttendant supports up to 400,000 directory listings and unlimited ports. It also provides unparalleled redundancy.



**Runtime Applications**

**Leading Edge Multi-lingual Language Pack**

Using the latest in speech recognition technology and ground-breaking next generation voice engines, several bilingual language packs are available, allowing callers to speak in their native language even when calling into an English system. Nuance’s refined recognition software also enables callers to speak in complete sentences (“May I speak with Tom Smith, please?”), leading to high routing and accuracy rates, as well as increased caller satisfaction and easier to navigate calls.

**SpeechAttendant currently supports:**

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

**Multiple Call Handling Options**

SpeechAttendant increases routing efficiency and ease of use by allowing callers to use either voice commands or keypad entries to navigate through automated menus. And, the enhanced “silent” feature automatically transfers calls to a help menu following three (3) seconds of silence/inactivity.

**Dynamic Call Redirect**

SpeechAttendant provides advanced call forwarding capabilities that allow employees to redirect their incoming calls quickly and easily. Dynamic call redirect allows employees to redirect their phone calls to any phone number on the fly—using simple voice commands or DTMF digit-based entries.




**Email Address Listings**

SpeechAttendant supports five (5) configuration parameters for email domain names, and offers five different system prompts to tailor processing of incoming calls for email addresses.

**SpeechCare®**

**Peak Performance. Optimized Operations. Controlled Costs.**

Following the successful deployment of your SpeechAttendant application, Nuance commits to providing your organization with the highest level of customer support in our industry. Our teams of dedicated and experienced professionals ensure that your system consistently performs at its optimum level.

<b>SpeechCare</b>	<p><b>Proactive Support</b></p> <ul style="list-style-type: none"> <li>– 24/7 help desk service coverage</li> <li>– Pronunciation dictionary updates</li> <li>– Automatic professional name recordings</li> <li>– Real-Time performance monitoring</li> </ul>	
	<p><b>On Demand Services</b></p> <ul style="list-style-type: none"> <li>– Major software upgrades</li> <li>– Professional prompt recordings</li> <li>– Voice board replacement</li> </ul>	
	<p><b>Training</b></p> <ul style="list-style-type: none"> <li>– Ongoing web-based training</li> <li>– Web site trouble ticketing</li> <li>– SpeechCare bulletin</li> </ul>	

### SpeechAttendant

Benefits that speak for themselves

<b>Proven and Capable</b>	<ul style="list-style-type: none"><li>- Proven solution with 2000+ deployments</li><li>- Easy and fast to deploy and maintain</li><li>- Accurate and efficient out of the box</li></ul>
<b>Enhanced Customer Experience</b>	<ul style="list-style-type: none"><li>- 89% of consumers prefer speech recognition over DTMF</li><li>- Effective customer self-service</li><li>- Enhanced natural language navigation</li><li>- Easy call routing to multiple locations and mobile workers - 24x7x365</li></ul>
<b>Immediate ROI</b>	<ul style="list-style-type: none"><li>- Reduce calls to operator by 70%-85%</li><li>- Eliminate wait times</li><li>- Reduce "zero-outs"</li></ul>

#### Need more information?

Call 1-866-968-2634 say "Sales Department" or email [speech.attendant@nuance.com](mailto:speech.attendant@nuance.com).

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#### 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](http://nuance.com).

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