DIAGENIX®

The right choice for voice.

NUANCE®

Professional Services Overview

Proven experience, exceptional results

plan   design   develop   tune

text-to-speech   speech recognition   speaker verification

Diagenix, in partnership with Nuance Communications, Inc., is passionate about the success of our clients. Inspired by the unbounded opportunities that speech technology offers, we are dedicated to helping clients deploy superior conversational applications.


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At the same time, we recognize that launching a successful conversational application requires more than award-winning tools and software. Our flexible services span needs assessment, project consulting, development, implementation, optimization, training, and partner support to help clients build conversational applications that deliver exceptional results.

Diagenix Professional Services is uniquely capable of addressing the needs of our clients. Having successfully deployed multilingual applications—both within a given country and across borders—we understand the different cultural, regulatory, and technical demands of your specific markets. Our skilled professionals work hand-in-hand with clients to determine business and caller goals; design call flows and user interfaces; implement and test code; and optimize applications. In addition, Nuance Communications offers comprehensive education services associated with user interface design, grammar development and tuning, and knowledge transfer.

Since Nuance's establishment of the industry's first professional services team in 1994, Diagenix and Nuance Communications Professional Services' teams have designed and deployed thousands of speech systems across 35 industries using a proven methodology for client engagements that delivers guaranteed, repeatable results. Together we've raised the industry benchmark for next-generation conversational applications, receiving multiple awards year after year for our ground breaking deployments.

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Proven Experience.

Designing, developing, and implementing premium speech applications requires specialized expertise that can be gained only through years of research, development, and hands-on experience with clients. Through thousands of successful speech deployments, Diagenix and Nuance Communications Professional Services have built a knowledge base of skills and best practices that is unsurpassed in the industry.
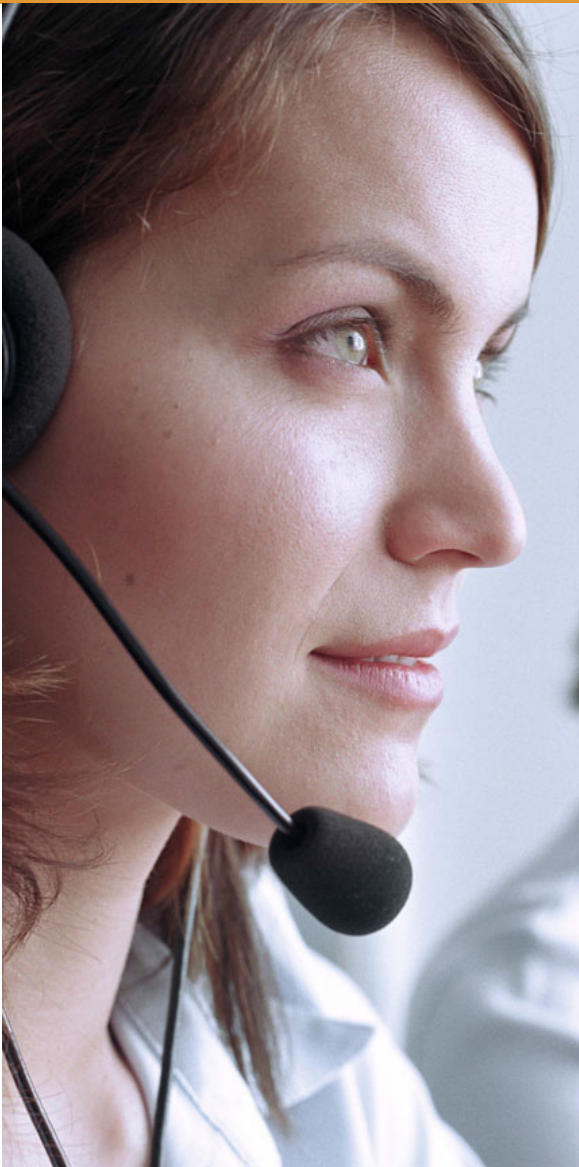
Together we offer exceptional project management, strategic planning, application development, and testing know-how, along with specialized expertise in areas like human-computer dialog, speech and signal processing, and acoustic modeling that are essential to building effective speech solutions. In fact, our professionals offer a cumulative total of over one thousand years of experience in speech application design, development, and management, which makes them uniquely qualified to deliver conversational applications that provide superior caller experience.

We have practical experience building "first-of-a-kind" speech services across a broad range of industries, including travel, finance, healthcare, telecommunications, and government agencies. Our experts and partners are trained to support leading hardware platforms and emerging industry standards, such as VoiceXML, as well as multiple languages and local dialects. They take into consideration social and cultural issues, predictable patterns of speech, and complementary vocabulary and grammars-across dozens of languages—so that every caller has a rewarding experience.

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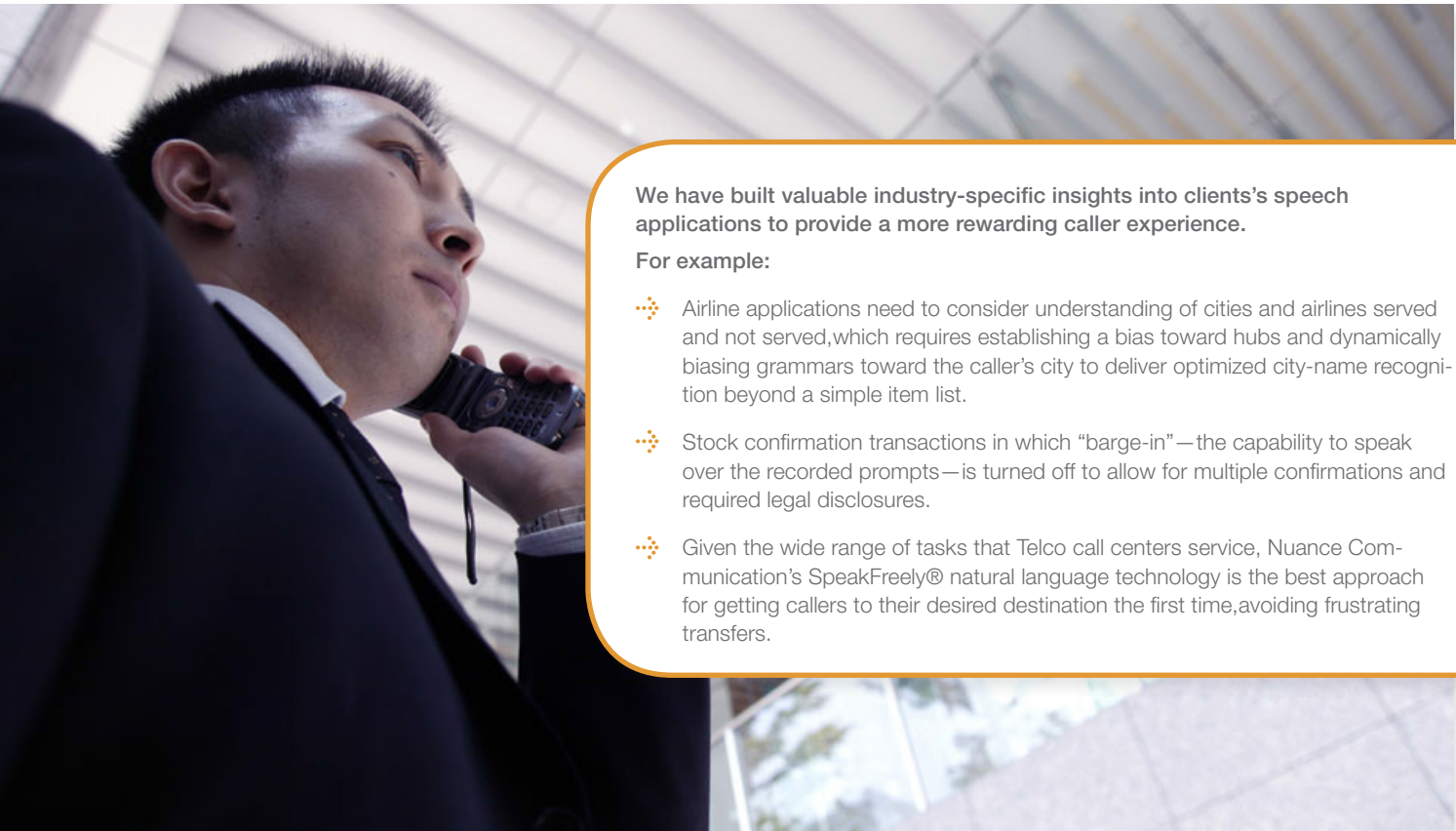
We have built valuable industry-specific insights into clients's speech applications to provide a more rewarding caller experience.
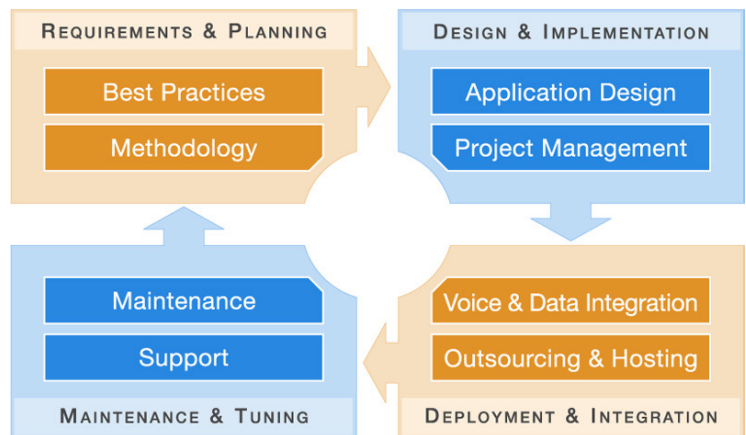
For example:

- ❖ Airline applications need to consider understanding of cities and airlines served and not served,which requires establishing a bias toward hubs and dynamically biasing grammars toward the caller's city to deliver optimized city-name recognition beyond a simple item list.

- ❖ Stock confirmation transactions in which "barge-in"—the capability to speak over the recorded prompts—is turned off to allow for multiple confirmations and required legal disclosures.

- ❖ Given the wide range of tasks that Telco call centers service, Nuance Communication's SpeakFreely® natural language technology is the best approach for getting callers to their desired destination the first time,avoiding frustrating transfers.

Exceptional Results. Unlike touch-tone or traditional Integrated Voice Response (IVR) applications, the most natural conversational applications require a comprehensive understanding of caller behavior, patterns, and preferences, as well as ongoing optimization, to ensure superior usability. We employ a proven methodology and approach to designing, developing, testing, and optimizing speech applications—for each and every client engagement.

We can draw from an extensive knowledge base of "best practices", successful implementations and satisfied customers to offer you the right choice for:

- ❖ Standards-Based Voice Application Development—Speech and IVR applications that will work with your existing infrastructure or with ours.

- ❖ Flexible Integration Options—We can interface to any environment--quickly and effectively.

- ❖ Hosted or On-Premise Solutions—Try before you buy with our hosting services or upgrade your legacy IVR with our open VoiceXML and CCXML Platforms.

- ❖ World Class Support—7x24 support with direct access to application engineers and dedicated account representatives.

REQUIREMENTS & PLANNING
- Best Practices
- Methodology

DESIGN & IMPLEMENTATION
- Application Design
- Project Management

MAINTENANCE & TUNING
- Maintenance
- Support

DEPLOYMENT & INTEGRATION
- Voice & Data Integration
- Outsourcing & Hosting

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Flexible Services Offerings.

We offer a broad range of services— all based on our proven methodology—from which clients can choose based on their project requirements and available resources.

In concert with Nuance Communications, Diagenix Professional Services is committed to helping clients succeed through the power of speech. That's why our service offerings are designed to work flexibly with clients across industries. Our Professional Services team delivers services suites—Full Application Services, Caller Experience Services, Speech Architecture Services, and more—bundled to meet the common needs of clients for both custom and packaged applications, as well as expert training and consulting services that emphasize knowledge transfer. No matter which service option you choose, you can count on us to deliver the expertise, discipline, and commitment required to ensure the long-term success of your speech application.

> *Diagenix is not merely a vendor, but an exceptional partner who is equally dedicated to providing solutions for our customers. From initial application design, through detailed wording of prompts, to the science of speech analysis and tuning, Diagenix Professional Services' assistance has proved invaluable to our success."*
>
> *—VRU Design & Integration Manager*
> *Fortune 50 Financial Institution*

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ABOUT NUANCE COMMUNICATIONS, INC.

Nuance is a leading provider of speech and customer interaction 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. Every day, millions of experience Nuance's proven applications and professional services.

For more information, visit **www.nuance.com**

ABOUT DIAGENIX CORPORATION

Diagenix is an innovative voice application company with over 20 years of industry expertise and knowledge in providing packaged and custom voice applications, servers, tools, and hosted outsourcing services that enable companies of all sizes to quickly and efficiently provide anytime, anywhere, access to information and transactions over the telephone.

For more information, visit **www.diagenix.com**