SpeechAttendant®
Bigger, better, and faster than ever!

Automates call routing by asking callers to simply speak the person or destination.

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.

Drive Efficiencies from your Corporate Telephone Directory… with the Power of Voice
SpeechAttendant takes auto attendants to the next level. Using the power of speech, it delivers unparalleled ease of use and optimum caller satisfaction.

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

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
– Email address playback
– Multiple call handling behavior (DTMF and Voice)
– Windows 2012 Server support
– VMware ESXi Support

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

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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 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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