

# IntelliSpeech

DIRECTORY ACCESS POWERED BY SPEECH RECOGNITION



Delivering superior customer service and efficient communications is important to your company's success. Unfortunately, having full operator coverage 24/7 is not financially realistic for most organizations. How can you facilitate quick and accurate communications, provide top-notch customer service, and still adhere to budgetary constraints?

## IntelliSpeech Intelligent Virtual Agent

### > INTELLISPEECH

We have all endured the frustration of fumbling through lengthy touchtone menus, pressing the wrong digit only to be caught in an endless circle of, "press 3 for this... press 4 for that..." This causes irritation for customers and employees alike. Speech recognition is a rapidly growing and affordable technology that enables operators to devote critical time to customer service while providing high-level self-service for internal and external callers. Speech recognition provides quick and effortless access to directory information through the simple action of talking. Users engage in a natural flow of communication with a speech-automated phone attendant. The caller's experience is comfortable, self-controlled, intuitive, and conversational.

### Speech Recognition Directory Access for:

- Healthcare
- Hospitality
- Corporate
- Government
- Higher Education

### > WHAT IS INTELLISPEECH?

The Amcom™ IntelliSpeech™\* solution is a speech-based auto attendant that provides intuitive, voice-based interaction with the wealth of information available from IntelliDesk™ and IntelliWeb™. IntelliSpeech allows callers to connect their own call, initiate a page or access information by stating a command rather than using operator assistance or confusing touchtone menus. Used as a virtual employee, IntelliSpeech eliminates up to 80 percent of routine calls, allowing operators to handle more complex tasks and provide the highest level of customer support. Incoming calls are answered by a pleasant virtual operator, combining state-of-the-art technology with a human touch.

\* Amcom Software, Inc. acquired SDC Solutions in February 2009.

## IntelliSpeech Modules

- Personal Assistant** helps users manage their communications without operator assistance.
- Paging** allows users to quickly and easily send pages from any SDC suite application.

## IntelliSpeech Services

- Speech Services** ensures that your IntelliSpeech system is always operating at the optimum level.
- Directory Updates** keeps your directory current with automatic updates.

## Functionality Highlights

- Offers fast ROI as fewer operators are required to handle the same call volume.
- Reduces frustration by eliminating the need for “spell the name of the person you’d like to reach” prompts and lengthy touchtone menus.
- Increases safety by speeding emergency notification with automated emergency paging and auto-dialing.
- Delivers flexibility by allowing different internal and external targeted greetings.
- Ensures accurate greetings by allowing external greetings to be changed in real time and scheduled as needed from any telephone.
- Ensures your data is protected by authenticating users before allowing system access or changes.
- Manages costs by allowing you to leverage existing Web-based and/or custom applications.
- Delivers reliability by including enhanced, up-to-date grammars capable of handling the most complex speech recognition tasks.
- Gauges and tracks effectiveness with improved call reporting.
- Combines with Amcom’s additional offerings, IntelliDesk™, IntelliWeb™ and IPServices™, to deliver enterprise-wide access to the most up-to-date directory information and contact methods.
- Includes enhanced systems management and monitoring.
- Uses open standards-supported architecture for diverse platform support.
- Uses VoiceXML deployments with a variety of IVR solutions.
- Includes a Personal Assistant to help employees manage their daily communications.
- Advanced administration tools make it easy to configure and maintain your system.



## Features

### Auto Attendant Access to the Comprehensive Database

- Multiple greetings
- Multiple endpoints
- Ordered endpoints
- Status-based endpoints
- Reachable at
- User class
- User class override
- Do not disturb
- Natural language
- Quick transfer for single endpoint
- General information
- Personal Assistant
  - Set ordered endpoints
  - Set reachable at
  - Status track
  - Pager reassignment
  - Set multiple greetings
  - Set do not disturb
  - Manage numbers
  - Change authentication

## Benefits

- Increased Revenues** – by processing a higher volume of calls, you are able to do more business in less time.
- Lowered Costs** – reduce or redistribute staff, reduce your number of listings in the yellow pages, and eliminate internal printed directories.
- Improved Internal Communications** – without having to fumble with printed directories, desk-to-desk dialing becomes quick and efficient.
- Consistent Customer Service** – reinforce your company’s professional image with 24/7 phone coverage from a pleasant virtual operator.
- Increased Customer Loyalty** – if it’s easy to do business with you, they’ll keep coming back.
- Reliable Support** – 24 hours a day, 7 days a week, 365 days a year, we are here to guarantee your IntelliSpeech system is working at peak performance.

## SpeechServices

- Professional recording of all names in your database.
- Consistent monitoring of performance to ensure your system is functioning properly.
- Consistent monitoring of how many calls are coming into your system and how often they are correctly being connected to their destination.
- Weekly transaction report to show the call completion success rate and identify which names and departments are not in your directory.

## About Amcom Software

Amcom Software provides technology solutions for organizations that depend on speed, accuracy, and productivity to manage mission-critical, day-to-day, emergency and event-driven communications. Amcom Software's advanced solutions for call center communications, emergency management, wireless messaging middleware, and paging infrastructure are used by thousands of leading organizations in hospitality, healthcare, education, business, and government. Amcom's recent acquisitions of Commtech Wireless and SDC Solutions, along with the additions of Xtend Communications and Telident E911 solutions, further solidify the company's market leadership.



*Integrate. Automate. Communicate.*

## Contact Us

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