

# Speech Services



Continually Tune Your Speech-Based Directory to Ensure Calls Are Properly Connected

## Your Speech Recognition-Based Directory Requires Ongoing Attention to Ensure Optimal Service

Your Amcom™ speech-based directory solution helps internal and external callers quickly reach the person or department they need without operator assistance. Unfortunately, ongoing changes in your facility can deteriorate the performance and utilization of your system. Employees come and go, department names change, and new pronunciations and words need to be introduced all the time to ensure optimal performance. Without a plan for ongoing tuning, your system will not perform as well as it could over time.

## Identify the Root Cause of Failed Calls and Take Corrective Action

Amcom™ Speech Services™ delivers complete support and tuning for your IntelliSpeech™ or Smart Speech™ system based on continually updated data about how users are interacting with the system. A specially trained team of speech experts monitors your system on a daily basis, correcting the root cause of failed calls to ensure callers are connected to the right person without frustration or operator assistance.

## Key Benefits of Speech Services

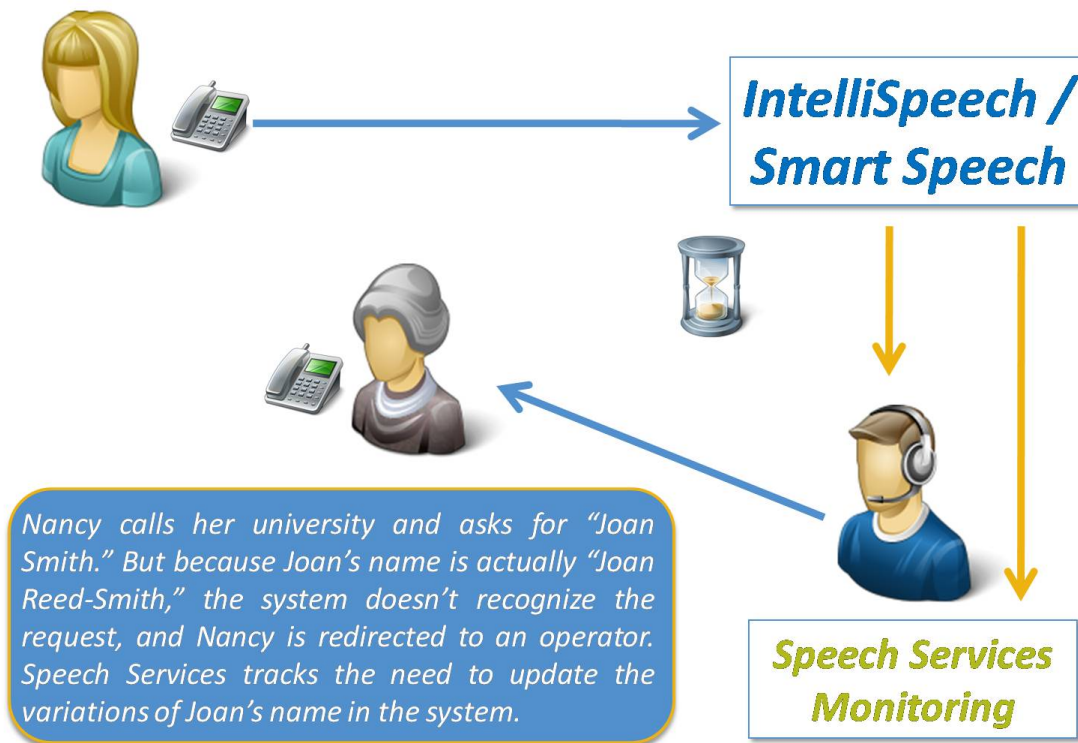
- Leverage proactive tuning of your system to ensure calls are connected properly
- Reduce caller frustration
- Reduce transfers to your operators for requests that can't be understood or properly directed
- Protect your system investment

Any vendor can claim 85%-95% call completion rates when a system is installed. With Speech Services, your completion rates will remain high year after year.

## Speech Services includes:

- Continual monitoring and correction for failed calls
  - Tuning for regional accents and alternate pronunciations
  - Adding synonyms (e.g., name/department pronunciations)
    - Example: The Finance department will receive calls when callers ask for "Finance," "Accounting," "Billing," "Accounts Receivable," or "Accounts Payable."
  - Noting requested names/departments that need to be added
  - Making adjustments for words the system does not recognize (out of vocabulary)
    - Example: A caller asks to be connected to "the person in charge of Finance," which is not in the system. A determination will have to be made whether to add this phrase.
- Professional recording of all names in your database
- A weekly transaction report to show the percentage of calls which are correctly connecting to their destination

## How Speech Services Works



## Speech Services – Behind the Scenes

