

iSED™

The Automated Attendant

Interactive Speech Enabled Database (iSED) is a family of speech recognition applications designed to guide callers to their intended destination while off loading a large percentage of main number calls before they inundate the switchboard operator group.

Amcom Software uses the Nuance Voice Platform (NVP) engine and digital telephony cards in order to recognize spoken names and efficiently transfer the calls to the number associated with that name in the Amcom database profile. Many users recognize iSED as an effective tool to reduce internal 'Dial 0' calls and enable agents to concentrate on offering a better quality of service to external callers.

Next Generation IVR

Many of us are accustomed to using touchtone IVR systems, which have automated menu trees for years. However this method has its limitations, especially in that a finite number of menu options may be given at any one time. Speech enabling menu trees allows a caller to simply state exactly who or what they're looking for right up front and save valuable time paring down choices to close in on the target endpoint. A recent Harris Interactive survey concluded that 90-percent of speech recognition users prefer it to traditional touchtone IVR.

Amcom also offers iContact, a speech-activated auto attendant application that allows the caller to speak the name of the intended party and choose the method of contact, such as office phone, cell phone, pager or other wireless device such as a SpectraLink hand set. Callers with the right authorization can quickly reach the person they are looking for using published contact numbers.

Multiple Language Capacity

Amcom has over 37 different languages available for deployment with the iSED system. The system offers the ability to automatically detect the language being spoken by the caller upon entry into the system. At the caller's first utterance, iSED takes the sound and breaks it down into its individual phonemes, allowing the recognition system to determine the language and dialect immediately.

What if the Caller's Voice is Not Recognized?

If a caller's voice goes unrecognized for a predetermined amount of time, the system will initiate an Operator Whisper, and a recording of the failed utterance is played back through the headset of the operator. This allows the operator to listen to what was said and transfer the call without having to speak with the caller. The understanding of unrecognized utterances also aids in tuning the system.



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How Will I Know it's Working?

The system includes a statistics module that allows administrators to track performance based upon percentage of unrecognized requests, recognized requests, spell-by-name usage, transfer to operator and transfer to requested party. To compliment the statistical reporting module, we have added a feature that logs each failed attempt and provides a recording of the request in a .wav format. The system administrator can then listen to the failed request and modify the speech recognition default field to reflect the new request.



Speech Recognition Features

- Custom designed steering menu, developed to fit the specific needs of the end user
- Capability of handling multiple pronunciation or name derivatives (Robert = Bob, Bobby, Rob)
- Recorded names can be handled by each individual for his or her preferred pronunciation, or done in Amcom's professional recording studio
- Voice Assisted Transfer (VAT), which allow the name, number or other information to be announced when a call is transferred so that number may be directly dialed in the future
- Find Them feature: By simply stating "Find Chris Heim" the system will sequentially dial all prioritized contact numbers for an individual until contact is made



Speech Recognition Benefits

- iSED provides you with the tools your organization requires to provide the best possible balance of service and efficiency to your callers. It off loads repeat caller, vendor and staff telephone traffic from the switchboard operators, allowing your call center to provide improved customer service to those who deserve it most
- **Streamlines Switchboard Call Flow** - Callers are able to navigate the telephone system quickly and efficiently. Unlike traditional IVR or automated attendant systems that rely on complicated menu structures, iSED allows callers to directly ask for their intended destination.
- **Reduces Call Volume to Live Operators** - Immediate, tangible and significant results are awaiting your call center. iSED filters the most common main number or staff calls, allowing the only truly important calls to reach the operator group.

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- **Improves Customer Service** - Over time, staffing adjustments can be made so that your call center can focus on the truly important calls. Less overall call traffic will result in more time allowed for the calls that require that extra touch of service.
- **Integrates with Entire Amcom Product Line** - iSED voice recognition technology can be integrated with any application in the Amcom portfolio, enabling creative solutions to be engineered and existing systems to be upgraded with additional features.

For more information about ISED or Amcom Software, call 888-337-9274 or visit www.amcomsoftware.com.

