



Smart Speech™ Applications

Process routine requests independently of a live operator or touchtone.

- *Reduce operational expenses*
- *Increase caller satisfaction*
- *Minimize peak/off-peak staffing challenges*
- *Answer calls in a consistently polite voice*
- *Scalable, easy to deploy*
- *Integrate with other call center applications*
- *24-hour reliability and consistency*
- *Quick return on investment (6-12 months)*

Auto Attendant

Directory

Speaker Verification

Voice Security Access

Paging

Meet-Me-Paging

Conference Call Setup

Information Please

On-Call Calendars

Patient Information

Morale Call Manager



Just say it— With Smart Speech™

Amcom Smart Speech™ applications enable your organization to process a majority of routine phone requests—including directory assistance, messaging, and paging—independently of a live operator and with greater ease-of-use than touchtone.

Quick, friendly call experience

Smart Speech applications prompt callers to say the person, department or information they're looking for. The system listens, finds the information in the database and performs the appropriate transaction. Smart Speech handles calls quickly, 24 hours a day, seven days a week. Calls are answered in the manner you define—in a polite, fresh voice every time.

Employees value the ease with which they can locate each other, manage and access directory information, and set preferences for handling calls—all through naturally spoken requests. Callers appreciate how easy it is to get information, reach extensions, leave messages and send pages without having to memorize numbers or press touchtone sequences.

Easy administration

Smart Speech is LDAP compliant, integrates easily with other databases and can be used to replace or complement your existing touchtone/IVR systems. We automate feeds from your various corporate directories into the Smart Speech database, so there's no need to manually re-enter data.

Unparalleled accuracy

Smart Speech technology is astoundingly accurate in recognizing caller requests, even in situations involving cell phones, accents, background noise, mispronounced words, or requests for people with similar sounding names.

Features

- Automated speech recognition, data retrieval and response
- Capacity for millions of records
- Speaker independent
- Barge-in (allows users to speak ahead of prompts)
- Automated directory updates
- Dynamic call scripting
- Text-to-speech
- DTMF capability (for callers who prefer touchtone)
- Auto tuning
- Integration with all PBX, CO and VoIP switches
- Integration with your organization's databases

Options

- Follow-me messaging, transfer and paging
- Voice printing
- Voice security
- Say Anything™ natural language capability

Better service at one-twelfth the cost

Speech enabled calls can be processed for as little as one-twelfth the cost of operator assisted calls. Most organizations can handle up to 95 percent of their incoming calls without operator assistance, freeing operators for callers who truly require human intervention. Amcom's directory integration capabilities also reduce the time, errors and costs associated with manual data entry and printed directories. Changes to your corporate databases are available immediately for Smart Speech lookup.

Callers want speech recognition

Speech recognition has gained rapid and widespread user acceptance. Industry studies show that satisfaction rates for speech-enabled calls far exceed those for touchtone and even operator-assisted services, regardless of callers' age, gender or income.

Applications

That Speak For Themselves

The following Smart Speech™ modules are available individually or in combination:

Smart Speech Auto Attendant/IVR. Callers hear automated greeting and are prompted to say their request. The system automatically performs the corresponding transfer, page, messaging or lookup function. Amcom can also integrate speech recognition into your existing touchtone IVR system, enabling callers to speak rather than key in their responses.

Smart Speech Directory (employee, patient, department, student, guest). Callers say the name of the person they want to reach. Experienced callers can “barge-in” ahead of system prompts.

Smart Speech Speaker Verification. Callers speak as prompted, the system verifies that the caller is the person he or she claims to be.

Smart Speech Voice Security Access. Users speak as prompted; the system checks their voice print and grants or denies access to a gate, building entrance, doorway or phone-accessible database.

Smart Speech Paging. Callers say the name of the person to be paged. The system requests a callback number, which callers can say rather than touchtone dial. The system then performs the page.

Smart Speech Meet-Me-Paging. The caller says the name of the person to be paged; the system connects both parties for a conversation or provides location information/transfer options if the recipient is unavailable. System features let the recipient screen calls.

Smart Speech Conference Call Setup. Internal callers say “conference call,” then follow system prompts.

Smart Speech Information Please.

Access up-to-date telephone and fax numbers, email addresses, building addresses and more.

Smart Speech On-Call Calendars.

Authorized callers say a group or department name, then hear corresponding status/availability information.

Smart Speech Patient Information.

Authorized callers say the name of the patient they are looking for.

Smart Speech Morale Call Manager.

Callers speak as prompted; the system runs voice authentication, checks calling privileges and allows the call to proceed within authorized guidelines.

Natural language option

Smart Speech's Say Anything™ option simplifies menu structures and enables users to speak freely and naturally. Your system can greet callers with open-ended prompts such as “How can I help you?” and users can respond with wide ranging answers such as “I need to talk to Dr. Brown” or “There's something wrong with my bill.” The system extracts the key words and patterns, finds what the caller is looking for and completes the transaction.

Scalable and robust

Smart Speech applications are designed to handle high call volumes and directories with hundreds, thousands or millions of records. They can be integrated with your existing call center applications, enabling use of a single database for combined operator, web, and speech-enabled directory functions. If you need a powerful speech application, Smart Speech is ideal. If you want to start small and grow, Smart Speech is easy and affordable.

“ Smart Speech has helped us more than any call center technology we've ever deployed. Any employee in our network can dial “0” and be connected automatically just by saying a person's name or a department. ”

Marvin Thomas, Manager of System Telecommunications and Mail, Sparks Regional Medical Center



Speech Solutions

From the Call Processing Experts

Amcom has the solid expertise to plan, implement and support comprehensive speech-enabled solutions at your organization. We've been a leading provider of database-oriented CTI solutions since 1984, and we've established a strong reputation for quality and innovation.

Advanced technology with an eye to the future

Smart Speech combines Amcom's seamless software design with standard industry-leading technology platforms to create a powerful speech recognition solution. Unlike application providers locked into proprietary technology, Amcom is well positioned to add ongoing innovations to your speech applications without compromising your initial investment.

Amcom partners with Nuance Communications, the recognized leader in speech recognition technology, for the speech engine at the core of Smart Speech applications. The Nuance speech recognizer has the highest deployed recognition integrity in the industry. It filters background noise from callers' environments and cell phones, automatically tunes itself as callers use the system and provides important features such as barge-in, natural language and voice printing.

Smart Speech utilizes Intel/Dialogic voice cards and runs on Microsoft operating systems. The Oracle database—the fastest, most scalable relational database on the market—serves as the solid foundation for Smart Speech data storage and retrieval.

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Smart Speech makes it easy

Directory Searches — Say the name of the person you want to reach.

Paging — Say the name of the person you want to page.

Meet-Me-Paging — Say the name of the person you're paging. Stay on the line for a conversation or hear other options if the person is unavailable.

Information — Access up-to-date numbers, addresses and more.

Conference Call — Set up conference calls simply by following voice prompts by the system.

On Call Calendars — Say a group or department name, hear status/availability information.

Patient Information — Say the name of the patient you're looking for.

Voice Authentication — Speak as prompted; the system grants or denies access.

Turn-key installation and superior support

Smart Speech implementation is fast and easy. Amcom will customize your Smart Speech solution, install it, test it and fine-tune it to your liking. In addition, we provide 24-hour support and toll-free telephone hotline access as part of our standard maintenance.

Prestigious companies use Amcom

Amcom provides call center solutions to some of the nation's most prestigious hospitals, corporations and government entities, including Stanford University Medical Center, the White House Communications Agency, the Bank of America and the Chicago Mercantile Exchange.

For more information about Smart Speech applications, call Amcom at (800) 852-8935, visit us on the web at www.amcomsoft.com or contact your telephone system provider/distributor.