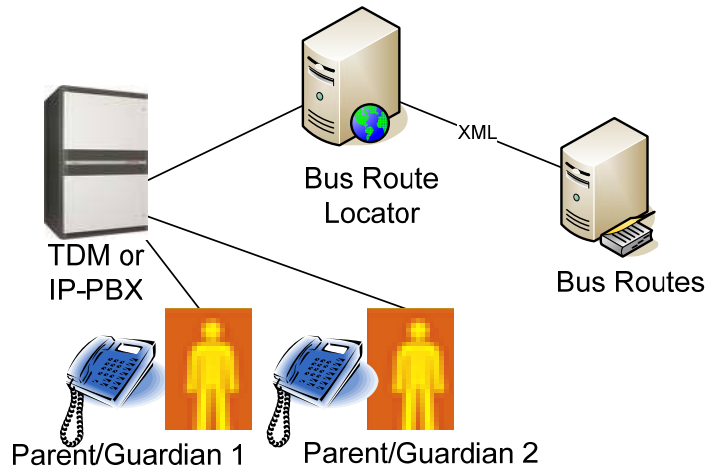




Bus Route Locator



Application Features:

Can run on a single server connected to your TDM or VoIP PBX.

Large and Small Directories

Natural Language Input Processing - recognizes grammatical utterances before and after the spoken name (e.g. "Um, John Smith Please").

Intelligent/Intuitive Name Matching - automatically detects and matches synonyms within the directory (e.g. Josh = Joshua).

Custom Pronunciations - allows "sounds-like" alternatives for culturally divergent names (e.g. "Leichtle" with a US English pronunciation of "Likely").

School and Student Disambiguation - supports two or more students with the same name (e.g. Bill Smith with DOB 3/1/1992 or Bill Smith with DOB 7/24/1993).

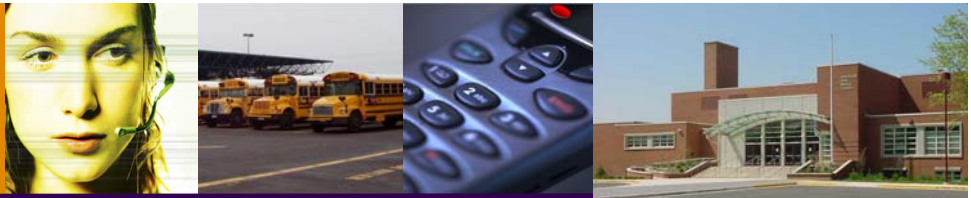
Built-In Other Bus Route Information Function - playback additional information fields. Up to fifteen fields of information can be requested, such as distance from bus stop to school.

"Thank you for calling Collier County School Transportation, please say the name of the school you would like bus route information for?"

Caller	Name Dialer Response
"Walker High, please"	"Walker High School, please say the name of the student?"
"Todd Ellison"	"For authentication purposes, please say Todd Ellison's date of birth?"
"March 2 nd , 1992"	"Todd Ellison will be picked up at stop 1 at 5:29 AM on WILSON BLVD N & 12TH AVE NE (E). You can say other information"
"Other information"	"The route number is 620, the bus number is 620, the distance from the bus stop to the schools is 0.19 miles, the school bell time is 7:00 am"

The start of a new school year brings the inevitable deluge of calls from parents to determine their Childs school bus route. These calls can now be handled automatically, in the most intuitive manner possible - by simply speaking. With the power of a caller's voice, the speech-enabled Bus Route Locator performs automated bus route lookup, provides the route information to the parent or guardian and can even route the call to the appropriate transportation hub for human assistance. Pressing keys is never necessary and there is no waiting on hold.

The Bus Route Locator uses a "fast match" name algorithms, ensuring parents and guardians will receive high levels of school name and child name recognition accuracy and immediate lookup of the correct bus route and/or call routing to the correct transportation center. Additionally, callers can request that the system speak additional bus route information, including bus and route numbers, distance from bus stop to school, and school bell times.



Platform Features:

Multi-Platform - runs with or without a standard, later model Cisco ISR Routers (e.g. 2800, 3800 series) and includes WebSphere Voice Server speech recognition.

MRCP - supports multiple speech recognition and TTS engines through industry standard MRCP interface.

XML Integration with bus routing information sources.

TDM & VoIP Interface - integrates within a VoIP or traditional TDM switched environment.

Multi-Language Support - deployed today in multiple languages on three continents. Ask your VoiceRite sales representative about support for your language.

Multiple Call Flows - multiple call flows available from which to choose.

Tuning - VoiceRite Framework tools simplifies grammar tuning and improves speech recognition.

Bus Route Locator Hardware and Software:

- Cisco ISR Router, WVR (for single server solutions) – for call control, routing, VoiceXML
- Intel-based Server – Windows Server 2003, Linux
- IBM WebSphere ASR & TTS
- IBM WebSphere Application Server

Flexibility

The Bus Route Locator can be configured to provide only bus route pickup information or it can allow parents to request more information, such as distance from bus stop to school, bus and route number and school bell time.

In some cases, two or more students have the same or similar names. To identify the correct student, the Bus Route Locator database is "segmented" by school, and authenticated using the date of birth of the student. This not only insures that the parent gets accurate information; it also verifies the caller as the student's parent or guardian.

Using the VoiceRite Framework web-based administration tool, you can add a nickname to be immediately recognized by the Bus Route Locator. For example, when someone calls for "Bill Smith" and the database entry is "William Smith," the Bus Route Locator checks "William" against the synonym list finding that "Bill" is acceptable form of "William." Hence, the call is connected using "William Smith's" subscriber record, increasing the chances for recognition. The Framework offers many other such intuitive and easy-to-use tools to help you optimize the performance of the Bus Route Locator.

Take Control of Your Applications

Bus Route Locator is just one of the speech-enabled applications offered by VoiceRite. Other applications include the Name Dialer, a speech-enabled "operator", Password Reset, a speech-enabled password reset help-desk, and Menu Maker, a Web browser based call router. All of these use the same Web Browser based administrative user interface that makes management, configuration, and deployment a snap. Configure new applications, manage DNIS facilities and assign them to multiple application instances, assign and create application personalities, manage system or partition user accounts, customize application parameters or features, and more. The Bus Route Locator provides a rich set of tools for you to take control of your applications and deliver the functionality you need.

For More Information

If you would like more information on VoiceRite's Bus Route Locator, please call 954-653-2600 or email us at sales@voicerite.com



You speak...We listen.

www.voicerite.com

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