

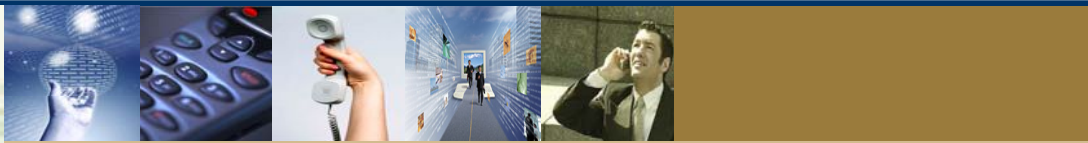


You speak...We listen.

UC BLUE™

WebSphere software

Lotus software



VoiceRite Menu Maker

So you're not a programmer, but you want to make changes to your call routing menu that guides callers to the best resource. With that in mind, we have created VoiceRite Menu Maker, a web-based tool that allows you to create and update automated touch-tone and speech recognition-based call routing menus from your desktop without the need to "program" anything.

The Menu Maker web-based GUI has intuitive menus that direct you to key-in what prompts and options callers will hear and where callers will be transferred. Menu Maker users can develop their own call routing menus and manage voice prompts by uploading professionally recorded audio .wav files, calling into the system to record prompts by phone, or even typing in text that is automatically converted to speech.

Want a more dynamic, more efficient, and more effective call routing menu? Menu Maker includes optional speech recognition so that your callers can use speech in addition to or instead of touch-tones to navigate through menu selections.

The Power of Menu Maker...

Now all it takes is a web browser and a phone - that's it! No need for special training or expensive outsourcing. With Menu Maker, practically anyone can deploy a call routing menu in minutes.

Menu Maker is a web-based menu generator that through a simple, intuitive user interface allows non-programmers to create and deploy call routing menus.

Menu Maker can help you quickly deploy a call routing menu with one menu option or a hundred.

<ul style="list-style-type: none"> WELCOME ADMIN ▶ LOGOUT ▶ MANAGE ACCOUNT ■ SYSTEM ■ DIALER ■ MENU MAKER ▶ VIEW/EDIT APPLICATIONS ■ "VRSpeechMenu (25)" ▶ SAVE ▶ PUBLISH ▶ EXPORT ▶ IMPORT ▶ EDIT CONFIGURATION ▶ CREATE VOICE MENU ▶ CREATE DIALER MENU ▶ CREATE TIME CONDITION ▶ MENU MANAGEMENT 	<p style="text-align: center;">VIEW VOICE MENU</p> <p>MENU NAME: Sales</p> <p>MENU DESCRIPTION: edit</p> <hr/> <p>PLAY VOICE PROMPT</p> <table border="1"> <tr><td>Sales</td><td style="text-align: right;">insert / edit / remove</td></tr> <tr><td>Please choose your sales team</td><td style="text-align: right;">insert / edit / remove</td></tr> <tr><td>"I B M", "Cisco" or for all other sales questions say "sales"</td><td style="text-align: right;">insert / edit / remove</td></tr> <tr><td>To return to the previous menu say "back"</td><td style="text-align: right;">insert / edit / remove</td></tr> </table> <p style="text-align: right;">ADD ANOTHER PLAY VOICE PROMPT ></p> <hr/> <p>TOUCH TONE OPTIONS</p> <table border="1"> <tr><td>'0' transfer to 2536</td><td style="text-align: right;">remove</td></tr> </table> <p style="text-align: right;">ADD ANOTHER TOUCH TONE OPTION ></p> <hr/> <p>SPEECH OPTIONS</p> <table border="1"> <tr><td>'operator' transfer to 2536</td><td style="text-align: right;">remove</td></tr> <tr><td>'support' transfer to 2536</td><td style="text-align: right;">remove</td></tr> <tr><td>'I B M' transfer to 2523</td><td style="text-align: right;">remove</td></tr> <tr><td>'I B M strategic accounts' transfer to 2523</td><td style="text-align: right;">remove</td></tr> <tr><td>'Cisco' transfer to 2530</td><td style="text-align: right;">remove</td></tr> <tr><td>'Cisco strategic accounts' transfer to 2530</td><td style="text-align: right;">remove</td></tr> <tr><td>'sales' transfer to 2530</td><td style="text-align: right;">remove</td></tr> <tr><td>'back' go to menu Top Menu</td><td style="text-align: right;">remove</td></tr> </table> <p style="text-align: right;">ADD SPEECH OPTION ></p>	Sales	insert / edit / remove	Please choose your sales team	insert / edit / remove	"I B M", "Cisco" or for all other sales questions say "sales"	insert / edit / remove	To return to the previous menu say "back"	insert / edit / remove	'0' transfer to 2536	remove	'operator' transfer to 2536	remove	'support' transfer to 2536	remove	'I B M' transfer to 2523	remove	'I B M strategic accounts' transfer to 2523	remove	'Cisco' transfer to 2530	remove	'Cisco strategic accounts' transfer to 2530	remove	'sales' transfer to 2530	remove	'back' go to menu Top Menu	remove
Sales	insert / edit / remove																										
Please choose your sales team	insert / edit / remove																										
"I B M", "Cisco" or for all other sales questions say "sales"	insert / edit / remove																										
To return to the previous menu say "back"	insert / edit / remove																										
'0' transfer to 2536	remove																										
'operator' transfer to 2536	remove																										
'support' transfer to 2536	remove																										
'I B M' transfer to 2523	remove																										
'I B M strategic accounts' transfer to 2523	remove																										
'Cisco' transfer to 2530	remove																										
'Cisco strategic accounts' transfer to 2530	remove																										
'sales' transfer to 2530	remove																										
'back' go to menu Top Menu	remove																										

Easy to Build, Easy to Manage

Using Menu Maker is very simple and can be managed outside of your IT department, if desired. For example, a department could update their hours of operation, add a new option to their call routing menus, or change their main message without ever needing to contact the IT department. In most cases, users can be trained in a matter of hours.



VoiceRite delivers Cisco certified products.

Create call routing menus using the simple web-based interface. No programming skills required.

- Change your call routing menus on the fly via the web.
- Change or record audio prompts via the web or the phone, or just let the system create them using Text-to-Speech.
- Manage hundreds of call routing menus through a single management interface

Take Control of Applications

The VoiceRite Framework makes managing, configuring, and customizing a snap. Configure new applications, manage DNIS facilities and assign them to specific applications, assign and create application personalities, manage system or partition user accounts, customize application parameters or features, and more.

The Framework provides a rich set of tools for you to take control of your applications and deliver the functionality you need. The framework is also ideal for enterprises with multiple divisions or departments and for ASP or hosted environments.

Menu Maker

Of course, your Menu Maker is an application within the VoiceRite Framework, which provides administrative security, so you can be assured that only the appropriate people are making changes to your system.

Application Essentials

Menu Maker allows you to build call routing menus that can perform just about any attendant task. It can play informative messages to callers and transfer callers to a specific location. In addition, through the flexibility of its VoiceXML design, Menu Maker can integrate seamlessly with the VoiceRite Name Dialer allowing you to handle directory assistance calls without an operator.

Time of day and day of week routing can be a requirement when managing incoming calls or playing messages. Call routing menus built with Menu Maker can include flexible parameter settings by time and day. If your application spans across multiple time zones, using Menu Maker you can set the appropriate zone for each menu.

Allow callers to speak their responses using industry-standard speech recognition technology through an MRCP interface and/or use standard DTMF touchtone to interface with your callers. The choice is up to you.

When creating your menu selection voice messages to play to the caller, you can configure the system to play the messages using industry-standard Text-To-Speech (TTS) as the default, or you can upload pre-recorded messages as .wav files or record them yourself by phone.

One of the most powerful elements of Menu Maker is its web accessibility. Now you can allow individual departments of an enterprise to take control of their own call routing menus without the need to engage a telecommunications administrator or programmer. With its simple web-based menu options, virtually anyone with a web browser can create sophisticated-sounding call routing menus.

For More Information

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



You speak...We listen.

www.voicerite.com

©2007 VoiceRite, Inc., All Rights Reserved.