



You speak...We listen.

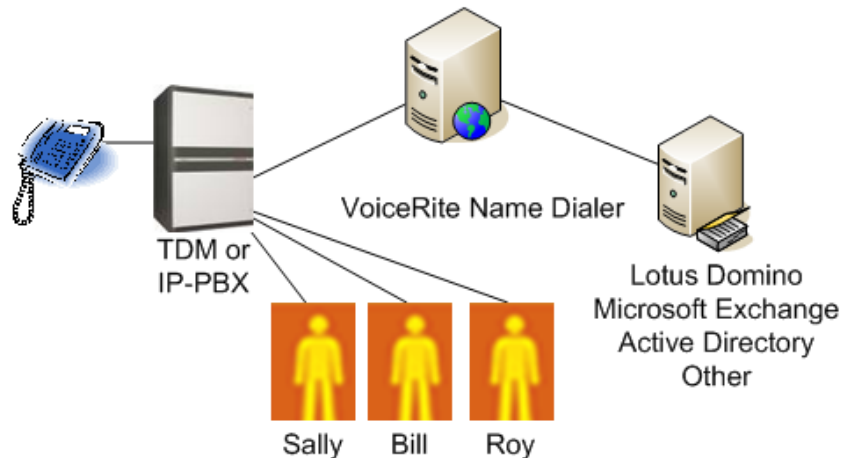
UC BLUE™

WebSphere software

Lotus software



VoiceRite Name Dialer



Application Features:

Large and Small Directories - deployed today in configurations with over 200,000 directory listings.

Natural Language Input Processing - recognizes grammatical utterances before and after the spoken name (e.g. "Mr. 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").

Directory Disambiguation - supports two or more people with the same name (e.g. Bill Smith in Iowa or Bill Smith in Georgia).

Built-In Directory Assistance Function - playback additional information fields. Up to fifteen fields of information can be requested.

Built-in SMTP paging support – Just say the name of the person you want to page and provide a call back number.

"Thank you for calling the VoiceRite Dialer, how may I direct your call?"

Caller

"Joan Smith, please"

"Sales"

"Connect"

Name Dialer Response

"We have two people by that name; do you want Joan Smith in Human Resources or Joan Smith in Sales?"

"Joan Smith, telephone number 305 555 4454, Connect, Page, or Other Information?"

Name Dialer routes call directly to Joan Smith in Sales

Using the VoiceRite Name Dialer, your employees and customers can call people or departments in your business in the most intuitive manner they know - by simply speaking. With the power of a caller's voice, the speech-enabled Name Dialer performs automated directory assistance and call routing, directing the caller to any person or department throughout your enterprise. Pressing keys is never necessary and there is no waiting on hold.

The Name Dialer is VoiceXML compliant and compatible with industry leading speech recognition engines. That coupled with its "fast match" name algorithms, ensure callers will receive high levels of name recognition accuracy and immediate call routing to the correct party. Additionally, callers can request that the system speak an employee's contact information, including mobile phone, email address, and department.

The Name Dialer supports from 100 to 250,000 names and easily automates repetitive tasks previously performed by administrative staff. The Name Dialer is designed for call handling 24 hours a day, 7 days a week, 365 days a year.



VoiceRite delivers Cisco certified products.

Platform Features:

Multi-Platform - runs on WebSphere Voice Response and standard, later model Cisco ISR Routers (e.g. 2800, 3800 series)

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

LDAP Interface Support - supports integration with your existing company directory store, including:

- Lotus Domino
- Cisco CallManager

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.

Name Dialer Hardware and Software:

- Cisco ISR Router or WVR - call control, routing, VoiceXML
- IBM WebSphere Voice Response
- Intel-based Server - Linux
- IBM WebSphere ASR & TTS
- IBM WebSphere Application Server

Flexibility

The Name Dialer can be configured to locate a listing and immediately connect to that number, or it can allow callers to request more information, such as pager or cell phone numbers or e-mail addresses.

In some cases, two or more people in the directory have the same or similar names. To identify the correct person, the Name Dialer's database can be "segmented" by location, department, building, or manager's name, whereby the Name Dialer prompts callers for more information (for example, "what location?"), after prompting for the name associated with the listing. By allowing for disambiguation, the Name Dialer ensures higher success rates in locating the proper contact.

Using the VoiceRite Framework web-based administration tool, you can add a nickname to be immediately recognized by the Name Dialer. For example, when someone calls for "Bill Smith" and the database entry is "William Smith," the Name Dialer 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 Name Dialer.

In addition, because the Name Dialer telephone user interface is built in VoiceXML, it provides you with flexibility to integrate it into a number of existing VoiceXML-based IVR platforms, eliminating the need for adding new hardware to your network.

Take Control of Your Applications

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

For More Information

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



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