



NUANCE

The experience speaks for itself™

SPEECHATTENDANT™ LARGE ENTERPRISE EDITION

BENEFITS OF SPEECHATTENDANT

- Improves business processes and employee productivity by providing simple voice-automated operator services applications that facilitate better communications.
- Decreases telecommunications costs by efficiently routing calls, providing information, and reducing hold times.
- Offers unmatched scalability with superior speed and accuracy for searching directories over 25,000 listings.
- Provides exceptional caller experience by adapting to caller responses with a patented dynamic response technique that dynamically selects appropriate responses based on caller input.
- Ensures information is always current through dynamic updating of directories.
- Delivers a fast implementation—usually within a few days—thanks to innovative product design, patented technology with automated directory preparation, and a structured implementation approach.
- Simplifies maintenance and administration with SpeechMonitor's™ automatic remote administration.

PRODUCT DESCRIPTION

SpeechAttendant Large Enterprise Edition is the industry's most accurate and natural speech-enabled operator services solution for large enterprises. Based on the patented Voice Search Engine™ technology used for carrier automated directory assistance, it provides fast, accurate voice access to large directories of information in order to improve communications both internally and externally.

SpeechAttendant Large Enterprise allows corporations to automate operator

Close to 1,500 customers have chosen Nuance's auto attendant and operator services solutions, making them the most widely-used speech applications in the market. These customer systems route over 1.5 billion calls yearly.

functions like call routing, directory information, and frequently requested information with speech, enhancing employee productivity and providing a robust front-end for external customers.

Callers simply say the name of the person or department they are looking for or use their voice to access information such as operating hours, mailing address, and driving directions.

By offering callers the convenience and ease of use of speech-automated operator services, your organization will decreased telecommunications costs, increased employee productivity, and enhanced its corporate image.

SYSTEM REQUIREMENTS

- | | |
|---------------------|--|
| • Processor | PIV, 1.8 Ghz or higher |
| • Memory: | 1GB or higher |
| • Disk Size: | 40 GB disk storage |
| • Operating System: | Windows 2000/2003 |
| • Database | Import from any database;
LDAP compatible |

FEATURES/BENEFITS

Advanced Voice Search Capabilities

To effectively meet the needs of large corporations with more than 25,000 listings, SpeechAttendant Large Enterprise Edition leverages the Voice Search Engine technology used in Nuance's carrier automated directory assistance applications, which allows for searching extremely large



directories with highly dynamic and untuned data sets of information. This increases performance by supporting multiple pronunciations for names and departments, while reducing application tuning time and costs.

Enhanced Business Processes and Employee Productivity

SpeechAttendant Large Enterprise Edition can improve productivity by helping employees stay better connected. It makes internal connections by allowing callers to simply say a person's name. A Call ReDirect feature, which is ideal for frequent travelers or in emergency situations, allows employees to dynamically change their contact phone number to any new number to ensure callers are directed to the right place.

Automatic Updating of Corporate Directory

SpeechAttendant Large Enterprise Edition boasts the highest recognition results in the industry on dynamic and untuned vocabularies. It easily, instantly, and automatically updates whenever your corporate directory changes without the need for extensive data preparation or costly speech tuning.

“SpeechAttendant Large Enterprise Edition was the only product that could handle our directory size of over 30,000 listings implemented across nine locations. It's been a great tool for us. It solved problems that we couldn't solve before and we're looking for new ways to use it throughout the hospital system.”

**– Dan Duncan,
BayCare Health System**

Comprehensive System Administration

SpeechMonitor is an automatic remote administration tool that offers the value of a managed service without the added expense. It reduces administration time to minutes, automates names exception and re-recording processing, and monitors data imports and the health of your system on a daily basis.

Scalability to Accommodate Growth

SpeechAttendant Large Enterprise Edition supports an unlimited amount of information and ports, so your application easily scales to meet evolving needs without performance degradation.

MultiAdmin™ Architecture

Thanks to a MultiAdmin architecture, SpeechAttendant Large Enterprise Edition allows multiple remote administrators to effectively manage the centralized system remotely.

Quick, Easy Installation

SpeechAttendant Large Enterprise Edition installs quickly and easily and is designed to run on any PBX. Once installed, the system is virtually maintenance free and can lead to substantial reduction of operational costs.

Telephony Integration

SpeechAttendant Large Enterprise offers a wide selection of telephony interfaces and allows you to seamlessly integrate the product to your current telephony infrastructure.

LANGUAGES SUPPORTED

- US English
- German
- UK English
- Canadian French
- Castilian Spanish
- European French
- Finnish
- Dutch
- Hebrew

ABOUT NUANCE COMMUNICATIONS, INC.

Nuance is the leading provider of speech and imaging solutions for businesses and consumers around the world. Its technologies, applications, and services make the user experience more compelling by transforming the way people interact with information and how they create, share, and use documents. Every day, millions of users and thousands of businesses experience Nuance's proven applications and professional services. For more information, please visit nuance.com.

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