



Do More with MESSAGEmanager

MESSAGEmanager

Speech Enabled Auto Attendant

Request a name or a department and MESSAGEmanager immediately transfers the call to the person or department without using a live operator

MESSAGEmanager Speech Attendant is a comprehensive VoiceXML - based attendant that enables call routing for enterprises of any size.

Callers simply state the name of the person or department they wish to speak with rather than having to remember extension numbers, use touch-tone or wait for an operator.

MESSAGEmanager Speech Attendant improves customer service levels by shortening on-hold times and saves time and money by reducing attendant staffing requirements.

Based on MESSAGEmanager V10, the proven VoiceXML platform from MESSAGEmanager Solutions and Nuance Open Speech Recogniser, the Speech Attendant is a flexible, robust and scalable solution that can meet the requirements of any size organization 24 hours a day, 7 days a week.

Automatic Update with Corporate Directory

The Speech Attendant automatically synchronizes with Active Directory or Domino Name and Address Book so you do not have to manually update the database each time an employee joins, leaves or changes extension numbers.

Recognition grammars, automatically constructed by the system, enable the Speech Attendant to 'know' what names are valid. These grammars are based on details retrieved from the corporate directory.

Natural Language Processing

By employing natural language techniques, callers can use complete sentences such as "May I speak with David Jones, please", "Someone in Accounts please" or "Can I please speak to Stephen?."

All combinations of names are recognised by the Speech Attendant, callers can use any name to identify the person they wish to speak with - for example, a person's given name ("David"), family name ("White"), full name ("David White"), the person's shortened name ("Dave" or "Dave White") or titles such as Mr, Miss or Mrs White.

When there is more than one person with the same name or when there are names that can be used as a person's given name or a person's family name, the Speech Attendant prompts for more information - for example, if a caller asks "Can I speak with James?" the Speech Attendant will ask "Do you mean James Neville" or "Peter James". If there is more than one person with the same name, the Speech Attendant prompts, "Peter James in Support" or "Peter James in Sales".

Should a caller ask for "David in Research and Development" and the directory only contains David White in Sales, the Speech Attendant will prompt "Are you after David White in Sales."

For names pronounced the same but spelt differently such as Geoff and Jeff and Cath and Kath, a customised 'homonym' table is used to map name sounds.

An "alternatives" table provides mapping between alternative names and the formal equivalent in the corporate directory, for example Steve/Steven, Dave/ David and department names Finance/Accounts. Pre-recorded names default to Text-to-Speech when self or professionally recorded prompts do not exist. Self recording of prompts is made easy with a user-friendly prompt recorder.

Barge in and Low Recognition

Callers can interrupt the Speech Attendant by barging over prompts saying the person or department they wish to speak with, enabling experienced callers to be transferred faster.

For calls made from a noisy environment the Speech Attendant prompts "I think you are after David Jones, is that right?".

If callers cannot be recognised or do not provide any input, they are offered two retries before being transferred to the operator.

Successfully recognised calls are routed to the user's active number. This maybe a landline, a mobile or MESSAGEmanager Voice Mail.

Transfer to Operator

Callers can request to be transferred to an "operator" at any time.

After hours

Calls received after hours are prompted to transfer to an after hours number or to leave a message. If speech is not detected the Speech Attendant reverts to DTMF mode to ensure callers who are in loud or poor environments receive appropriate customer service.

Help

The Speech Attendant provides instructions to use the Speech Enabled Auto Attendant in response to callers that say "instructions" or "assistance".

Telephony Integration

MESSAGEmanager supports analog, digital, SIP & H.323 protocols for connecting to PBX Systems.

MESSAGEmanager has been tested and works efficiently with PBX's manufactured by Alcatel, NEC, Nortel, Avaya, Samsung, Fujitsu, Siemens, LG Aria, Panasonic and more.

Calculating Speech Recognition Licences

Nuance Open Speech Recogniser is a prerequisite for MESSAGEmanager Speech Enabled Auto Attendant. This software is licensed separately per port to MESSAGEmanager. Nuance licensing is also based on the maximum number of words required to be recognised.

For the Speech Enabled Auto Attendant the maximum number of words is the number of names required to be recognised. A simple formula is:

$$\text{words} = 2e + e/2 + d \quad \text{where} \quad \begin{array}{l} e = \text{Number of employees} \\ d = \text{Number of departments} \end{array}$$

Note that "2e" is derived from family names and given names (full names are phonetically the same as given and family combined so are not included) while "e/2" is an approximation of the number of employees with shortened names (approximately 50%).

Example:

For a company with 30 employees and 5 departments, the number of words the system needs to recognise can be calculated as:

$$(2 \times 30) + (30 / 2) + 5 = 80 \text{ words}$$

Media Processing

MESSAGEmanager Speech Enabled Auto Attendant supports the following media processing resources:

- Dialogic D/120JCT-LS 12 Port Analog Voice, Fax & Speech uPCI (V3IN32)
- Dialogic D/41JCT-LS 4 Port Analog Voice, Fax & Speech uPCI (V3IN35)
- Dialogic VFX/41JCT-LS 4 Port Analog Voice, Fax & Speech uPCI (V3IN03)
- Dialogic Host Media Processing



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