



employee productivity suite from Nuance



The experience speaks for itself™

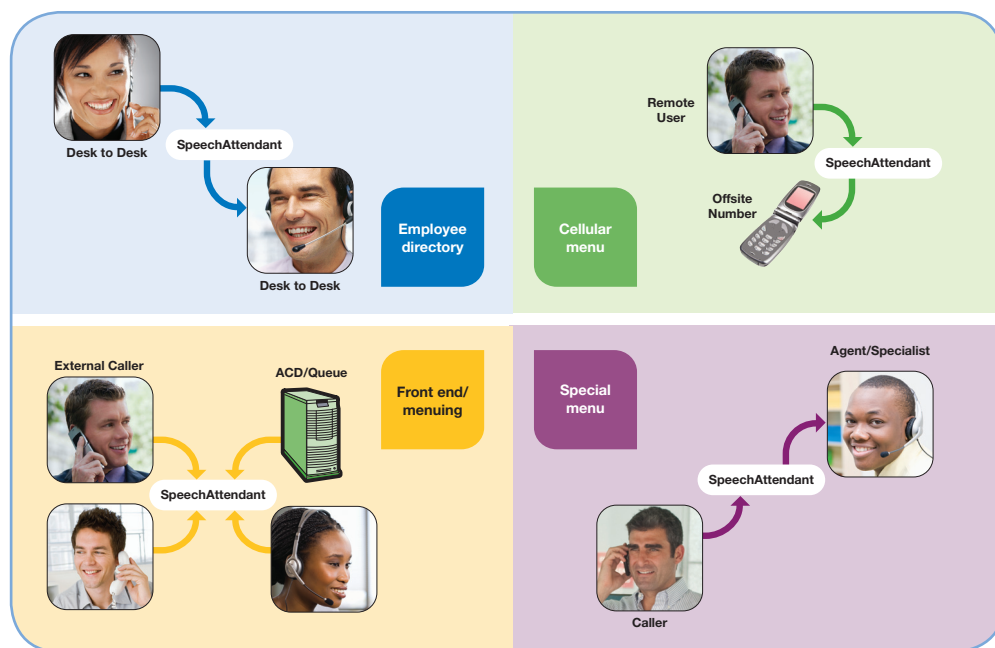


SpeechAttendant® :: Harness the power of your telephone directory

- **Decrease your telecommunications costs** efficiently route callers to their destination with the most accurate and natural speech-enabled auto attendant available in the market today.
- **Boost employee productivity** provide single-number access to employees (office and alternate numbers), remote offices, departments, and more.
- **Quickly implement your speech-enabled auto attendant solution**—usually within a few days—thanks to Nuance’s innovative product design and structured implementation approach.
- **Easily maintain your auto attendant system** using extensive tools for monitoring and analyzing system performance, as well its corporate directory interface module and over two million pre-tuned names that make moves, additions, and changes fast and simple.
- **Gain peace of mind** when it comes to service by choosing Nuance’s complete, turnkey solution—the only auto attendant solution manufactured by a speech company.

SpeechAttendant® is the most accurate and natural voice-driven auto attendant solution. Whether it connects to a PBX or to an IVR platform, SpeechAttendant allows callers to speak the name of a person, department, service, or location and be automatically transferred to the requested party—without the hassle of searching for phone numbers or waiting to speak to an operator.

Organizations can route callers through menu-driven options and provide frequently requested information such as operating hours, mailing address, and driving directions to callers. By offering your callers the convenience and ease of use of a speech-enabled auto attendant system, your organization will reap the benefits of decreased telecommunications costs, increased employee productivity, and an enhanced corporate image.



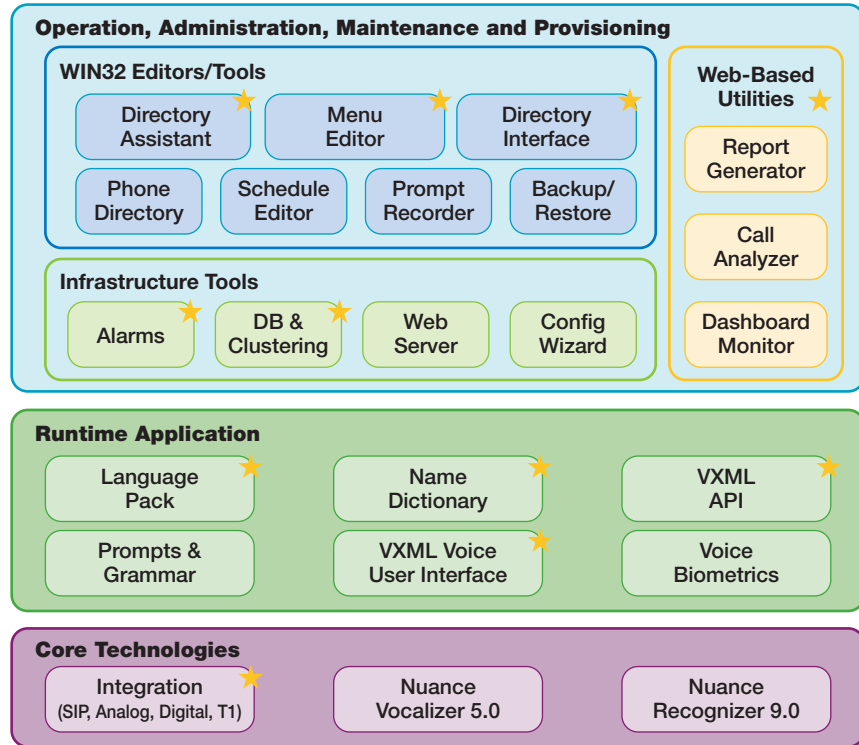
Behind the Scenes

Accuracy...it's all about technology!

- Build and manage easily via admin-friendly, powerful GUI
- Directory Assistant automatically flags problematic entries
- Dynamic corporate directory integration (daily, low/zero admin)
- Web based searchable directory tools
- SNMP Alarm monitoring for enterprise integration
- Redundancy, clustering management tools

- 2M+ phonetic dictionary improves performance
 - Continuous phonetic dictionary, updates decrease admin time
- Simultaneous bilingual recognition
 - Natural language understanding
- Built VMXL 2.0 - industry standard
- VXML API allows to connect to external access

- Leading edge speech technology
- Multiple, flexible PBX and IVR integrations available



CORE TECHNOLOGIES

Leveraging Nuance's established leadership in voice recognition technologies, SpeechAttendant is fully integrated with Nuance Recognizer 9.0 and Nuance Vocalizer 5.0 – the core technologies that have become the de facto standard throughout various industries to deliver bleeding-edge applications on mobile phones, in cars and across organizations of every type.

Refined over decades of deployments, SpeechAttendant brings a sophistication and maturity to auto attendants that are unmatched in the industry. From advanced telephony integration that enables seamless merging and flexible configuration with multiple PBX and IVR systems, to a dynamic, global phonetic dictionary including over two (2) million names and growing, SpeechAttendant is the premier auto attendant solution for directories of any size.

Advanced Telephony Integration

SpeechAttendant offers the widest selection of telephony interfaces and allows you to seamlessly integrate with your current telephony infrastructure via Digital, SIP, Analog or ISDN PRI. For a complete list of supported versions, please contact Nuance.

IVR Platform Integration

Integrating seamlessly into an organization's existing open standards infrastructure, Speech Attendant enables customers to better leverage their IVR platform investment and provides a strong foundation for adding and customizing voice applications.

Supported VXML Gateways: Most major VXML gateways, including Avaya, Cisco, Genesys and others. For a complete list of supported versions, please contact Nuance.

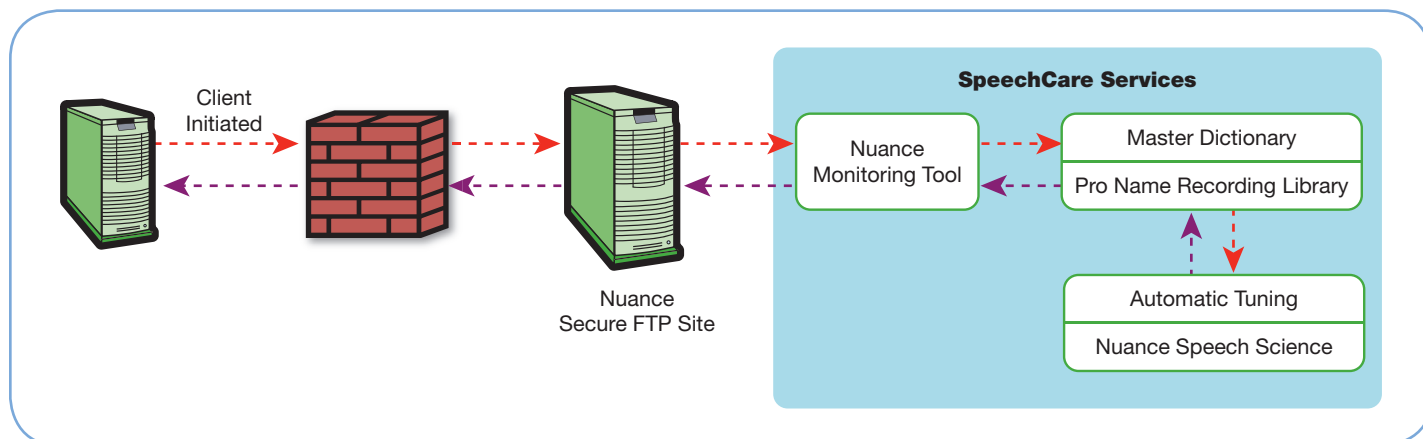
Massive Scalability

Thanks to its underlying speech and telephony technologies, SpeechAttendant supports up to 400,000 directory listings and unlimited ports. It also provides unparalleled redundancy.

RUNTIME APPLICATIONS

Dynamic, Global Phonetic Dictionary

SpeechAttendant provides a unique phonetic dictionary containing over two million pre-tuned names. This dictionary significantly increases performance by supporting multiple pronunciations for a name and reduces the time and costs associated with tuning speech applications. Nuance expands this dictionary on an ongoing basis—automatically gathering additions from our systems in use worldwide—so you gain the benefit of continuous performance improvements.



Leading Edge Multi-Lingual Language Pack

Using the latest in speech recognition technology and ground breaking next generation voice engines, several bilingual language packs are available, allowing callers to speak in their native language even when calling into an English system. Nuance's refined recognition software also enables callers to speak in complete sentences ("May I speak with Tom Smith, please?"), leading to high routing and accuracy rates, as well as increased caller satisfaction and easier to navigate calls.

Multiple Call Handling Behavior

SpeechAttendant increases routing efficiency and ease of use by allowing callers to use either voice commands or key-pad entries to navigate through automated menus. And, the enhanced "silent" features automatically transfers calls to a help menu following three (3) seconds of silence/inactivity.

Dynamic Call Redirect

SpeechAttendant provides advanced call-forwarding capabilities that allow employees to re-direct their incoming calls quickly and easily. Dynamic call redirect allows employees to redirect their phone calls to any phone number on the fly—using simple voice commands or DTMF digit-based entries.

Email Address Listings

SpeechAttendant supports 5 configuration parameters for email domain names, and offers 5 different system prompts to tailor processing of incoming calls for email addresses.

Personal Contacts

SpeechAttendant provides a powerful personal contacts feature, where an employee can synchronize their Microsoft Outlook contacts as well as other contacts directly into their own private speech enabled directory. These are then securely accessible by calling into the SpeechAttendant system and using speech to say the name of the person they'd like to reach. This combines all the employees' needs in a single location, with both corporate and private contacts.



SpeechAttendant currently supports:

- US English
- UK English
- US Spanish
- Australian English
- Canadian French
- European French

SpeechAttendant





Productivity Powered by the Human Voice

<p>About SpeechAttendant</p>	<ul style="list-style-type: none"> • Over 2,200 deployments • Packaged application • Easy and fast to deploy
<p>Improve customer service</p>	<ul style="list-style-type: none"> • 89% of consumers prefer speech recognition over DTMF* • Reduce “zero-outs” – get calls to right person or service, fast! • Easily navigate with speech commands • Route calls 24x7x365
<p>Optimize employee productivity</p>	<ul style="list-style-type: none"> • One phone number to reach any employee at their desk or cell phone, or to reach services (departments, conference bridge, voice mail, etc.)

SpeechCare

Peak Performance. Optimized Operations. Controlled Costs.

Following the successful deployment of your SpeechAttendant application, Nuance commits to providing your organization with the highest level of customer support in our industry. Our teams of dedicated and experienced professionals ensure that your system consistently performs at its optimum level.

	<p>Proactive Support</p>	<ul style="list-style-type: none"> • 24/7 help desk service coverage • Pronunciation dictionary updates • Automatic professional name recordings • Real-Time performance monitoring 	
	<p>On-Demand Services</p>	<ul style="list-style-type: none"> • Major software upgrades • Professional prompt recordings • Voice board replacement 	
	<p>Training</p>	<ul style="list-style-type: none"> • On-going web-based training • Web site trouble ticketing • SpeechCare bulletin 	

For more information, email eps.sales@nuance.com or call 1-866-968-2623 and say “Sales Department.”

about Nuance Communications

Nuance is in the business of helping companies better support, communicate with and understand their customers while maintaining operational efficiency goals. Nuance currently supports over 8 billion care interactions around the world. No other company has as much experience as Nuance in understanding how customers interface with a care operation. Our vision is to make every customer interaction a winning experience. For more information about our customer interaction solutions, business consulting and professional services, please visit www.nuance.com/care. For more information, please call us at 1-866 968-2623 and say “Sales Department” or by email at eps.sales@nuance.com.

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