



employee productivity suite from Nuance



The experience speaks for itself™



Experience the Difference Speech Automation Makes... Employee Productivity Suite

Discover the Hidden Power of Your Employee Directory



Organizations

- ▶ Transform your corporate directory into a productivity tool that reduces costs.



Employees

- ▶ Call a colleague and reset passwords with ease and complete autonomy.



Customers

- ▶ Reach employees and services quickly and easily using natural voice commands.

Operational Challenges



Growing call volume



Geographically dispersed organizations



Expanding mobile workforce

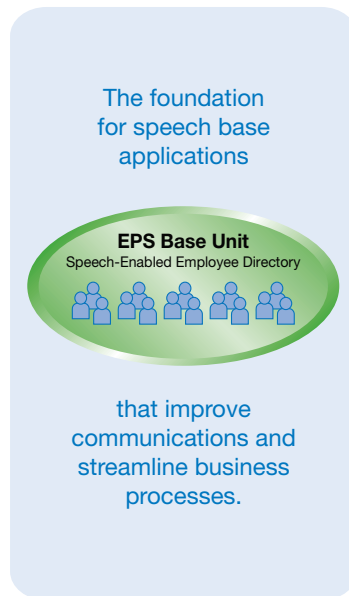
Extending beyond automated call transfers, Nuance EPS is a comprehensive, voice-driven directory services solution that improves customer communications and employee productivity.

Nuance Employee Productivity Suite

Driving ROI out of your employee directory

In today's fast-paced business world, effective communication is critical to staying one step ahead of the competition. Even as email, text, and instant-messaging grow increasingly prevalent, the telephone remains the cornerstone of business communications. That's why it's so important that calls placed to and within your company are handled accurately and efficiently.

EPS provides employee directory assistance and self-service applications that offer a refined calling experience. Simple, intuitive voice command navigation and behind-the-scenes dynamic capabilities like call routing and call redirect allow callers to reach any person or service through one single dial-in number – whether the person is in the building, across the world or on a mobile phone. EPS does the work of forwarding the call to the appropriate destination – boosting customer satisfaction and workforce productivity while reducing IT and telecommunication costs.



Speech Attendant



Internal Dialer

Remove operator from internal calls to streamline inter-company communications



Front Desk

Provide customers consistent, professional, easy access to employees and services

Self-Serve Solutions



Password Reset

Employee-initiated password and PIN resets using secure voice biometrics

SpeechAttendant Internal Dialer

Enhance and simplify employee communications and increase productivity with a speech-driven internal dialing application

SpeechAttendant ID drives efficiencies throughout your organization by speech-enabling your corporate employee directory. If your employees are frustrated with misrouted calls and fumbling through digit based dialing schemes to enter an extension or spell out a name, and if you're tired of managing multiple telephone numbers and databases, then let us show you how SpeechAttendant Internal Dialer can power employee communications.

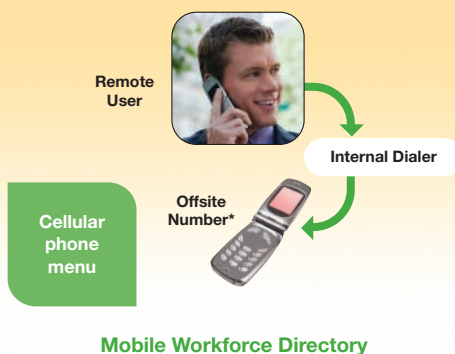
Efficient Employee-to- Employee Communications

- One phone number to reach everyone!
- Voice activated mobile workforce directory tool
- No need for operators to transfer internal calls
- Automatic updating of corporate directory
- No need to look up extensions in directories
- Available 24x7



Drive Efficiencies from your Corporate Employee Directory... with the Power of Voice

SpeechAttendant ID provides fast, efficient employee-to-employee communications — either within a single facility, across facilities worldwide, or on cellular networks. Employees use the power of their voice to navigate extension and cellular phone directories and are then automatically transferred to the requested party — without fumbling with a key pad to spell out a name, or using valuable operator time to complete a call transfer.



SpeechAttendant® Front Desk

Increase caller satisfaction

Although it is a simple, straight-forward transaction, routing an incoming call from a general company number to a specific extension takes some intelligence, whether human or artificial. However, as simple a transaction as it may seem, the impression it imparts upon the caller is critical. Handled professionally and efficiently, leaves the caller with a good impression of your organization, but being transferred to an incorrect extension or being put on hold for too long can severely harm your company's image. A receptionist/operator puts flexible, adaptable intelligence in the loop but at a high cost — \$20-\$50,000 a year or more to keep the answering system adequately staffed. Switching to a conventional auto attendant saves money, but forces callers to listen to menus, make touch-tone selections, or agonize over the annoying, non-standard “spell by digit” feature. The net result: many callers (perhaps your most important, hence impatient, customers) end up “zeroing out” to a fallback human. You save nothing, and earn a reputation for bad customer service. Nuance Communications offers 2 flavors of speech enabled auto attendant; one to connect with your PBX, SpeechAttendant and a second one that leverages your IVR, OpenSpeechAttendant.



A professional, intuitive customer experience

SpeechAttendant FD bridges the gap between the naturalness of speaking a name to a human receptionist and the cost savings and reliability of an auto attendant. SpeechAttendant FD can be on duty 24 hours a day, 7 days a week, 365 days a year handling one or a dozen incoming lines efficiently and professionally — for a fraction of the cost of human staffing. It offers easy-to-use service to callers who might be unable to carefully spell out a name on the touch-tone keys, such as cell phone callers sitting at the wheel of a car, children, or physically-, visually- or simply keypad-challenged people. Even unimpaired adult users sitting at a desk appreciate the ease and speed of simply speaking a name.

Simply Say A Name

- One phone number to reach any employee – wherever they are!
- Voice-driven dynamic call redirect (employees can forward calls to any number on the fly!)
- Audio text capability (directions, FAQs, etc.)
- Customizable greetings by call-in number
- Unlimited menu
- Multiple call handling capabilities (DTMF and Voice)
- Email address listing playback
- Reduce/eliminate queue wait time for operators
- Rapid, accurate transfer the first time!
- Available 24x7

SpeechAttendant Front Desk offers your callers fast and efficient voice-command access to other people, places, and information resources from any telephone device at anytime. It's such a simple idea — using natural-language to handle call routing. Your customers gain ready access to the resources they need using simple, natural voice commands.

Automated Password Reset (APR)

Simple and secure password and PIN resets – using the power of speech

1

Save Money

- ✓ Eliminate the need for IT Help Desk support for password resets
- ✓ ~30% of all calls to the IT help desk are password related, and manual password resets costs on average \$10-\$13/reset (Gartner Group)
- ✓ Generate ROI in less than 1 year – often in less than 6 months!

2

Improve Security

- ✓ Enforce legislation compliance while simplifying the reset process
- ✓ Increase password security by leveraging powerful voice biometric verification technology to confirm caller identity
- ✓ Remove involvement of a live agent, eliminating another potential security risk.

3

Increase Efficiency

- ✓ Empower employees to manage their own network password without requiring IT support
- ✓ Liberate IT staff to focus on more demanding service issues

Companies everywhere are faced with increasing costs of handling very repetitive IT tasks, such as employee password resets. And, legislation such as Sarbanes-Oxley, HIPAA, and Gramm-Leach-Bliley is requiring a more accountable IT infrastructure, which in turn usually means having passwords issued at regular intervals. This leads to more and more password reset requests, overloading the IT team.

Speech-Enabled APR

My voice is my password...

1

Simplify Procedure

- ✓ Eliminates need to remember pins and carry wallet cards with IDs and distribution lists
- ✓ Automatically synchronizes with employee's most current contact numbers using speech

2

Improve Security

- ✓ Can be front-ended by a host of security applications to ensure only authorized personnel can initiate a broadcast
- ✓ Advanced voice biometrics technology confirms caller identity
- ✓ Ensures ability to respond to any situation

3

Increase Efficiency

- ✓ Authorized users can build new distribution lists in real time
- ✓ Automatic access to most up-to-date contact info
- ✓ Accurate, on-time delivery of message to ensure complete continuity of communications

Drive additional value from your employee directory. An optional system add-on, the APR module is a complete solution for automated and secure resetting of employee passwords using the power of *biometric voice technology*. Employees use their voice to reset their network passwords via any telephone quickly and easily — without involving a live agent.

Leveraging powerful voice biometric verification technology, APR uses each employee's unique voiceprint to quickly confirm caller identity before guiding the caller through the password reset process.



about Nuance Communications, Inc.

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

Behind the Scenes

Industry-leading core technologies

Enhanced Processing Power

- Automated phonetic dictionary (2 million pronunciations automatic update)
- Massive directory size (supports to 400,000 names)
- Multi-lingual support
- Industry-leading speech recognition technology
- Unique name dictionary (unavailable from other technology providers)
- Extensive language coverage and bilingual support

Web-Based Reporting

- Flexible directory search (call logs, names, alias, etc.)
- User-defined display fields
- Detailed Status Monitor
 - Phone directory analyzer
 - Re-recorded pro names
 - Voice biometrics accounts



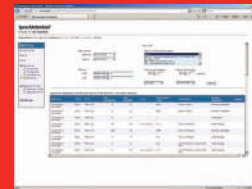
Powered by Nuance Technologies
Comprehensive Telephony Integration
 Nuance Vocalizer 5.0
 Nuance Recognizer 9.0

SNMP Alarm Traps

- Provides system behaviour events (start/stop)
- Rapid notification upon system change
- Multi-medium alarm notification

User-Friendly, Intuitive GUI and Admin Tools

- Automatic cleanup of deactivated entries
- Pagination support (main screen and phone directory)
- Simple navigation
- Menu Editor



Dynamic call redirect - getting calls when and where you need them

With the ever-increasing mobility and fast-pace of today's business environment, ensuring calls reach employees wherever they are is critical more than ever. Dynamic, voice-driven call redirect functionality ensures your employees can quickly and easily forward their calls to any number at any time. Employees use simple, straight-forward voice or keypad commands to apply call forwarding in real-time - to any number (no pre-programmed directory needed).

Customers no longer need to listen through lengthy voicemail greetings to determine how to reach an employee. With call redirect, they call the same number they always call and are transparently transferred to the employee wherever they may be. This provides for a seamless customer experience and improved employee productivity.

How Call Redirect Works

- SpeechAttendant: Call redirect for Steve Barns. Where do you want your calls to be redirected?
- Employee: New location.
- SpeechAttendant: What number do you want your calls to be redirected to?
- Employee: 514-555-5555
- SpeechAttendant: Thank you. From now on, unless you change it, your calls will be redirected to 514-555-5555.

