



employee productivity suite

from Nuance



The experience speaks for itself™



Imagine a Campus Where...



Productivity is powered
by the
human voice

Nuance's Employee Productivity Suite (EPS)

provides **speech-driven applications** that reduce costs while enhancing faculty, staff and student communications, productivity and business processes.



Transform your faculty and student directory into a speech-driven tool that drives productivity while reducing costs.



Reset passwords or implement high-speed emergency and event notifications using the power of speech-enabled applications.



Friends and family can reach faculty, staff and students quickly through simple voice commands – no more fumbling through touch-tone dial-by-name directories.

Speech Enable Once – Leverage It Many Times...

Speech-Driven Campus Directory Applications

- SpeechAttendant
- Automated Password Reset
- Emergency and Event Notification

EPS can be deployed in virtually any telecom environment (old and new) without a costly upgrade to your existing telecom infrastructure – a major benefit in today's tight budget climate!

Call us at 1-866-968-2623 and say "sales department." Let's talk about how EPS can address your telecom challenges.

Employee Productivity Suite

Powerful Speech-Enabled Applications

The foundation
for speech base
applications



that improve
communications and
streamline business
processes.

Speech Attendant

Challenges

- Operators handle a high volume of internal calls
- Faculty and staff are often on the move between multiple offices
- Frequent updating and reprinting of faculty and facility directories
- 24/7 access to students, professors & university services
- Increasing call volume (new semester, enrolment & admission)
- Operators are handling excessive general inquiries from the community at large (FAQs)



Solution

SpeechAttendant allows faculty, staff and external callers to access information 24/7 and reach faculty, staff, students or departments quickly and easily through simple voice commands – no more fumbling through DTMF dial-by-name directories. Callers simply say the name, department and information they are trying to reach – no more outdated extension contact lists. Calls are easily rerouted to alternate office or mobile numbers through voice commands, ensuring secure and transparent communication regardless of physical location.

Password Reset

Challenges

- Legislation requires a more accountable IT infrastructure, with passwords issued at regular intervals
- Today's average user has a minimum of 8 passwords to manage (*Secure Enterprise Magazine, 2003*).



Solution

Automated Password Reset reduces costs, improves security and increases efficiency. Advanced voice biometrics deliver security and efficiency, liberating IT staff – whether in-house or outsourced – to focus on more demanding service issues.

Emergency Broadcast

Challenge

- The Federal Emergency Alert System (EAS) public notification scheme requires strict adherence to the Common Alerting Protocol (CAP) standard to ensure support for FEMA's continuity-of-operations requirements.



Solution

Voice-Powered Emergency/Event Notification delivers secure, simple and immediate notification to any number or email address of management, response teams, faculty/staff and contractors before, during, and after an event or crisis.