



employee productivity suite

from Nuance



The experience speaks for itself™



Imagine a Healthcare Campus Where...



Productivity is powered
by the
human voice

Nuance's Employee Productivity Suite (EPS)

Speech-driven applications that reduce costs while enhancing faculty, staff and patient communications, productivity and business processes – within a hospital or across campuses and facilities.



Transform your hospital 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.



Family and friends can reach faculty, staff and patients quickly through simple voice commands – no more fumbling through touch-tone dial-by-name directories.

Speech Enable Once – Leverage Many Times...

Speech-Driven Healthcare 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

- Doctors, nurses, and paramedics are always on the move and often have multiple offices.
- Access to resources 24x7 is mandatory.
- Critical situations don't allow time to look up extensions or to wait for an operator to transfer the call (40-60% of calls to operator are internal).
- Switchboard operators currently deal with a 50% zero-out rate, resulting in long queue times that prevent operators from focusing on priority calls, and increases the number of operators needed.



Solution

SpeechAttendant transforms your hospital directory into a speech-driven tool that drives productivity, increases efficiency, and improves service to citizens while reducing costs. Employees and citizens can easily reach any other employee or service in the directory by simply saying their name – no more outdated extension contact lists, fumbling through DTMF dial-by-name directories, or listening to exhaustive menus.

Password Reset

Challenges

- Healthcare policies typically dictate that passwords be changed every 30 or 60 days leading to staff improvisations that threaten security.
- The mobile nature of doctors/nurses requires authentication flexibility to prevent delays in critical patient care.



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

Challenges

- The Hospital Emergency Incident Command System (HEICS) for disaster/emergency management and business continuity (NFPA 1600) states that healthcare facilities must implement secure measures for:
 - Staff notifications/response guidance in crisis situation
 - Facility maintenance issues/lock downs
 - Code blue alerts



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.