



employee productivity suite

from Nuance



The experience speaks for itself™



Imagine Government Agencies Where...



Productivity is powered
by the
human voice

Nuance's Employee Productivity Suite (EPS)

Speech-driven applications that reduce costs while enhancing employee and contractor communications, productivity and business processes – within or across government offices and agencies.



Transform your agency 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.



Reach agency employees quickly through simple voice commands – no more fumbling through touch-tone dial-by-name directories.

Speech Enable Once – Leverage Many Times...

Speech-Driven Agency 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

- Currently, 39% of government employees telework at least once a week. The General Services Administration has announced plans to let 50% of eligible employees telework at least one day a week by 2010.
- A Harris Interactive study showed that 89% of callers felt that speech recognition is preferable to DTMF (phone's touch-tone keypad entry).
- According to The Yankee Group, the volume of phone interactions will continue to grow 4% annually.



Solution

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and citizens can easily reach any other employee or service in the directory by simply saying their name – no more outdated extension contact lists, fumbling through DTMF dial-by-name directories, or listening to exhaustive menus.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

- 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).
- The IRS national help desk ran a study that indicated they received, in one year, 195,332 requests for passwords to be reset or unlocked (32% of total call volume) at an average cost of \$29 per call.



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.