Experience the Difference Speech Makes…

Speech-Enabled Employee Directories

Employee directories – every organization has one. That ever-changing list of all the employee names and their respective telephone extensions that never gets the attention or use it deserves.

Discover the hidden power of your employee directory and transform it into a tool that:

► increases employee productivity
► improves customer communications
► simplifies business continuity
► reduces IT costs
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.

Rapid technological advances are giving rise to an increasingly mobile workforce capable of conducting business from anywhere, at anytime. What’s more, the uncertainty and heightened caution brought about by recent world events has highlighted the need for disaster preparedness and business continuity strategies to ensure ongoing enterprise-wide communications and core activity execution—even in the event of an emergency.

Given these challenging conditions, what’s the best way for organizations like yours to assure consistent business processes and employee communications—whether it’s business as usual or a crisis situation?

Extending beyond automated call routing and information retrieval, Nuance EPS is a comprehensive, voice-enabled directory services solution that improves customer communications, employee productivity and business continuity processes.

The solution provides employee directory assistance and self-service applications that boost workforce productivity while reducing IT and telecommunication costs. Dynamic capabilities like call redirect and broadcast messaging ensure proper call handling and facilitate individual and group communications—even in the event of a crisis—to support your business continuity and disaster recovery strategies. In addition, EPS enables organizations to leverage their speech-enabled directory as a secure front-end to self-service employee applications and as a repository for business rules that control individual access.

The Nuance Employee Productivity Suite (EPS) is an integrated application suite that combines proven auto attendant and directory services with powerful, flexible solutions for enhancing organizational communications, improving businesses processes, and increasing employee productivity.
Nuance Internal Dialer

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

The Nuance Internal Dialer presents a tremendous opportunity for you to drive 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 Nuance’s Internal Dialer can power 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

The Nuance Internal Dialer 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®/OpenSpeechAttendant™

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.

Speech-enabled auto attendants offer 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 speaker-independent speech recognition to handle call routing. Your customers gain ready access to the resources they need using simple, natural voice commands.

SpeechAttendant and OpenSpeechAttendant have bridged the gap between the naturalness of speaking a name to a human receptionist and the cost savings and reliability of an auto attendant. SpeechAttendant 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.
Automated Password Reset (APR)
Simple and secure password and PIN resets – using the power of speech

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...

Drive additional value from your employee directory. An optional system add-on part of the Nuance Employee Productivity Suite, 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.

Emergency Broadcast Messaging
Reliable, easy, high-speed emergency notification schemes – using the power of speech

Recent tragic events have highlighted the need for fail-safe, rapid emergency notification procedures. In times of crisis, or even in day-to-day operations, fast and accurate communication is critical for delivering important, timely information to key management, employees, employees’ families, customers, communities and the media.

Speech-Enabled Emergency Broadcast Messaging
Voice-automated emergency event notification to individuals and/or groups

Drive additional value from your voice-enabled employee directory and securely manage crisis communications using the power and uniqueness of your voice. An optional system add-on, the Emergency Broadcast Messaging module is a complete solution for automated and secure call trees, navigated through the power of voice commands.
about Nuance Communications, Inc.

Nuance is the leading provider of speech and imaging solutions for businesses and consumers around the world. Its technologies, applications, and services make the user experience more compelling by transforming the way people interact with information and how they create, share and use documents. Every day, millions of users and thousands of businesses experience Nuance’s proven applications and professional services. For more information, please please call 1-866-968-2623 and say “Sales Department”, by email at eps.sales@nuance.com or visit www.nuance.com.

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