IP Telephony

Contact Centers

Mobility

Services

PRODUCT BRIEF

Avaya and iVoice

Enabling companies to incorporate speech recognition into their current communications systems.

How can companies speed up service for customers wishing to contact an individual or department — eliminating the need for them to study the keypad in an attempt to find letters associated with names, or fumble with the handset?

An Innovator-level member in the Avaya DeveloperConnection program, iVoice, Inc. meets this need with the Speech-Enabled Auto Attendant. The standalone solution enables businesses to incorporate speech recognition into their current communications systems without duplicating voicemail applications. Using the Speech Enabled Auto Attendant, any company can improve customer service by allowing customers to merely say the name of the department or individual they wish to contact.

The solution is designed to work with Avaya MERLIN MAGIX® Integrated System, Avaya PARTNER® Advanced Communication System and Avaya IP Office. The Avaya MERLIN MAGIX is a private branch exchange (PBX) with a built-in ability to emulate a traditional key system. Partner offers small growing businesses a large selection of advanced telephony features and converged communications. Avaya IP Office is an all-in-one solution specially designed to meet the communications challenges facing small and medium sized businesses.

Features

The solution includes:

- Customized dictionary of names and extension numbers, enabling callers to contact their party using their spoken voice

- Recognition of any name or word in the English language, as well as recognition of any voice or accent

- Customized speaker models created by the continuous analysis and transformation of incoming speech; the models compensate for speaker accents, telephone line quality and background noise at the customer site

- Barge-in, allowing the caller to interrupt prompts as they are playing, either by speaking or by pressing a key on the telephone's numeric keypad

- Overhead call paging

- Advanced Automatic Number Identification/ Dialed Number Identification Service (ANI/DNIS) interpretation and control

- Graphical user interface (GUI), including detailed configuration parameters, making the system easy to install and administer

The solution also allows users to:

- Schedule different greetings and have them automatically play at a specified date, range of dates or day of week

- Perform marketing functions, such as announcing a limited time sale or upcoming event

Benefits

Accurate and reliable, the solution:

- Decreases operating costs, with each call handled by the Speech-Enabled Auto Attendant costing approximately 10 per cent of the cost of a Customer Service Representative (CSR) handled call

- Decreases phone system navigation time for callers

System Requirements

The Speech Enabled Auto Attendant requires analog lines from the private branch exchange (PBX) switch for Partner and MERLIN MAGIX, and TAPI WAV ports for IP Office. In addition:

- The Speech Enabled Auto Attendant operates on a Pentium IV class system with a minimum of a 2.3ghz processor and 256MB of RAM.

- The Speech Enabled Auto Attendant has a memory footprint of about 25MB in a four line system with

about 200 names in the dictionary. A faster processor and additional memory is recommended for systems with more than 150 names or more than four ports to provide faster, more consistent speech recognition.

- The Speech Enabled Auto Attendant requires about 40MB of hard disk space. Additional space is required if the user's system does not already have the drivers for the voice card installed.

- A sound card can be used to record prompts and names through the interface but is not required.

- iVoice currently supports Intel Dialogic D41JCT-LS (4 port) and Intel Dialogic D120JCT-LS (12 port) voice cards under the Intel Dialogic 5.11 drivers.

ABOUT iVOICE

Located in Matawan, New Jersey, iVoice, Inc. designs, manufactures and markets innovative voice communications systems for mid-size businesses and corporate departments. iVoice's software products enable medium-sized businesses and offices to communicate more effectively by integrating their traditional office telephone systems with the Speech Enabled Auto Attendant. With Speech Recognition, the Auto Attendant directs each call to its proper destination, automatically reducing hold time, improving customer satisfaction, and allowing far more calls to be serviced using existing staff, while reducing toll charges. iVoice products use standard, open-architecture PC platforms and Microsoft Windows 2000 Server operating systems.

Notable achievements include:

- Editor's Choice Award from TMC Labs for Speech Enabled Auto Attendant

- Featured in Communications Solutions Magazine's November 2001 issue

- Avaya's DeveloperConnection Compliant Award for successful compliance testing of its Speech Enabled Auto Attendant with Avaya's MERLIN MAGIX R2.2 and Partner ACS R5.0, along with TAPI WAV integration into the IP Office

For more information, visit www.ivoice.com.

ABOUT AVAYA

Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. Over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage.

Focused on enterprises large to small, Avaya is a world leader in secure and reliable IP telephony systems, communications software applications and full life-cycle services. Driving the convergence of voice and data communications with business applications — and distinguished by comprehensive worldwide services — Avaya helps customers leverage existing and new networks to unlock value and enhance business performance.

For more information about Avaya, visit www.avaya.com.

ABOUT DEVCONNECT

The DeveloperConnection Program (DevConnect) is a comprehensive set of innovative sales, support, marketing and services programs through which Avaya works with members to develop and promote their products and solutions that interoperate with Avaya solutions.

For more information, visit DevConnect at www.devconnectprogram.com.

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