

# SPEECH RECOGNITION



The ICE platform has native speech recognition capability, from a simple telephony front-end allowing callers to state their requirement, to a full-blown automated system handling transactions autonomously. Speech recognition using ICE can be added to any telephony system or it can be standalone when using the ICE contact centre. Create a simple, intuitive and natural interface for callers, replace a complex multi-level menu with a single spoken command or phrase, and save time, caller frustration and increase First Call Resolution.

## 100% correct routing, how?

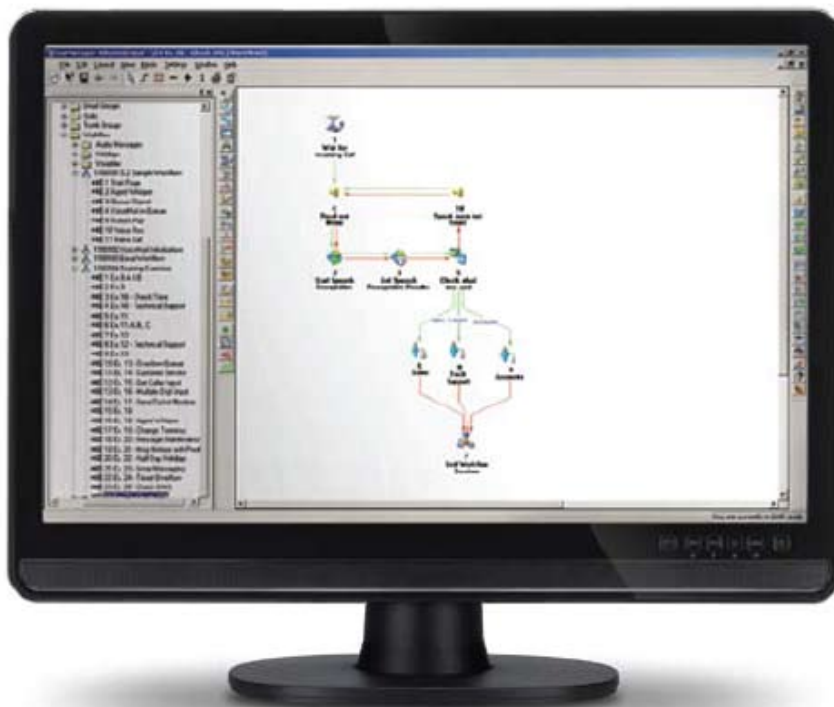
No speech recognition system is 100% correct all of the time. At best you get 90%, so what you do with the other 10% is very important. Unique to ICE, the all-in-one box architecture allows poorly-understood speech requests to be passed to a live person (without the caller knowing). This avoids callers having to re-state their request.

## SayMyName

ICE has a built in speech recognition receptionist called SayMyName. This allows callers to say the name of the person or department they require and ICE will transfer the call automatically. The names and numbers are pulled from a database or out of Active Directory. The speech grammars are automatically created.

## Speech recognition for outbound calls

Intelligent dial tone allows users to “talk” over the dial tone and to issue commands. For example, state the name of the person or department you want, internal or external, and ICE will connect you. This is context sensitive – say “Home” and ICE will dial your home number.



# Speech Recognition

## Easy to configure

ICE's Graphical Workflow Interface is at the heart of MX Digital's voice recognition. It makes it quick and simple to set up recognition applications.

## Text-to-speech

Text-to-speech can play back detailed information such as account status or notes. Used in conjunction with speech recognition, a complete transactional environment can be automated.

## Intelligent dialtone for outbound

Pick up the phone and say what you want – no more looking up numbers or mis-dialling. Simply state your request and the system will do the rest.

## Integration

Integrate with an existing system for database enquiries, CRM, policy information or any other business system.

## 100% recognition

Direct the call with a simple spoken word or phrase. Uniquely, ICE can play unrecognised requests to a live agent for re-direction without the caller's knowledge.

## Any engine

MX Digital's IVR platform can use any speech recognition engine. We have extensive experience with Nuance and Microsoft.

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## Some examples of how speech recognition can benefit a business:

- A company with a busy switchboard and thousands of extensions can automate the routing of calls by importing their Active Directory into SayMyName.
- A transport company can provide talking timetables for buses, trains, ferries and airlines along with up-to-date delay, departure and arrival information.
- A vehicle rental company can take bookings with customers stating their requirements and vehicle registration number for returns.
- A cinema or theatre can provide show times and what's on.
- A hotel chain can take reservations automatically with the guest stating their location and required dates.
- A highways department can provide traffic and road closure information by callers stating their location or road name.
- Weather reports can be played by requesting region, date and time.