

# Speech Assistant

## MANAGEMENT BENEFITS

- Superior accuracy for improved caller satisfaction.
- Available as premise based or hosted solution.
- Scalable directory size to over 250, 000 entries.
- PeopleFind Linguistic Service improves recognition rates over time.
- Tenant partitioned architecture supports multiple (up to 100) locations on a single server.
- Compatible with any SIP based IP-PBX.

## EMPLOYEE BENEFITS

- Logical Choice feature remembers employees call patterns improving connection time.
- Self-service portal lets employees add in their business contacts to the SEAA.
- Available in most languages worldwide.



The Mobiso Speech Assistant is a speech enabled auto attendant (SEAA) solution that utilizes Votacall's patent-winning PeopleFind technology to fundamentally change the way your business communicates. The proven highly accurate Speech Assistant lets your customers reach your employees quickly and effortlessly without the frustration of traditional 'dial by name' lookup. Mobiso Speech Assistant begins with best-in-class ASR technology from Nuance, and utilizing proprietary PeopleFind software delivers a superior caller experience leading to increased customer satisfaction and higher employee productivity.

Mobiso Speech Assistant has been deployed among the world's most demanding enterprises where accuracy, security, integration, and ROI are fundamental. With an increasing number of employees working from home or

- Numberless Enterprise allows customers to connect with employees anywhere, easily and quickly while keeping mobile or home numbers private.
- A simple web based setup and administration interface means Speech Assistant can be operational in minutes.
- A fully customizable caller experience including prompts, time of day, and holidays for Internal and External calls.
- Monthly performance reports delivered to Administrator and Email Alerts indicating any corrective action needed.

from their mobile devices, Speech Assistant enables a "numberless enterprise," allowing employees to be increasingly mobile and still reachable all while maintaining personal phone number privacy. Even with employee churn, that would negatively impact recognition performance with some SEAA solutions, PeopleFind Day2 Linguistics - available only from Lyrix - ensures continuous speech recognition improvement over time.

Speech Assistant can be used to connect customers with employees, departments, even product information freeing key staff from repetitive low value tasks to focus on higher value functions.



## Enterprise Experience



Continuous Improvement over time is critical to the success of an SEAA deployment. Mobiso Speech Assistant achieves this first through the included Votacall Master Dictionary which delivers superior performance out of the box by including all other name pronunciations from all previous and existing Votacall customers. Additionally, Linguistic Services improve recognition over time by identifying and correcting substandard speech interactions. Thirdly, patented Logical Choice software remembers the callers' preferences to improve recognition and reduce the time to connect. Finally, a customized caller experience is created through the web based Administration interface allowing enterprises to have a consistent and high quality customer interaction.

With SEAA solutions available to fit any enterprise need, contact us today to see how we can help you.

### Logical Choice™

Patented software layer that learns and maintains knowledge about callers over time:

- Improves the caller experience with usage
- Prioritizes frequently-used directory contacts
- Transparent, data-driven, self-learning feature

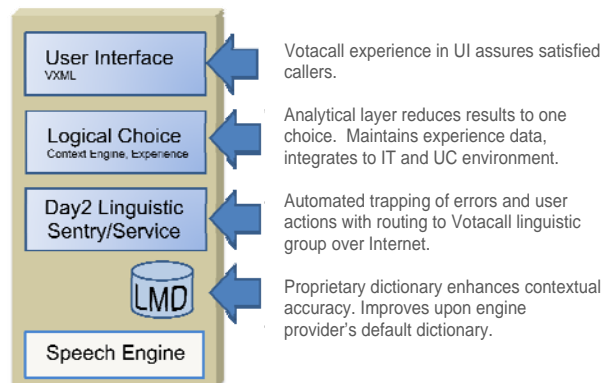
### PeopleFind Linguistics

- Escalates substandard speech interactions to Votacall Linguistics team for analysis and improvement
- Rapid identification and auto correction of speech recognition issues
- Administrator reports to summarize issues, performance improvements.

### ADDITIONAL RESOURCES

For more information on any of our products or services please visit us on the Web at:  
[www.MOBISO.com](http://www.MOBISO.com)

## PeopleFind Technology



PeopleFind Technology optimizes the caller experience leading to higher customer satisfaction, and increased employee productivity and reachability.

### VOTACALL SERVICES

- Technical Support
- Hosted VoIP, Call Center
- Installation and Setup
- Business Process Outsourcing
- Application Support
- Customization / Re-Branding
- Speech Recognition Optimization
- Guaranteed Warranty & S L A

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