



# Natural Language Speech Recognition

## Advanced Speech Recognition That Simplifies Automated Customer Service

Converged Voice and Data Networks  
Customer Relationship Management  
Unified Communication  
Supported by:  
Avaya Labs and Services

Avaya now offers Natural Language Speech Recognition (NLSR)—an advanced form of speech recognition that enables your customers to perform a wide range of self-service transactions by simply speaking into their telephones. Based on technology from Nuance and Speechworks, Avaya NLSR can enhance customer satisfaction and loyalty, reduce agent workload and labor costs, and increase customer contact center productivity and profits in today's Customer Economy. Available in more than 18 languages, Avaya NLSR can easily be integrated into the CONVERSANT® System for Interactive Voice Response (IVR). No new hardware is required.

### Advanced speech-recognition capabilities

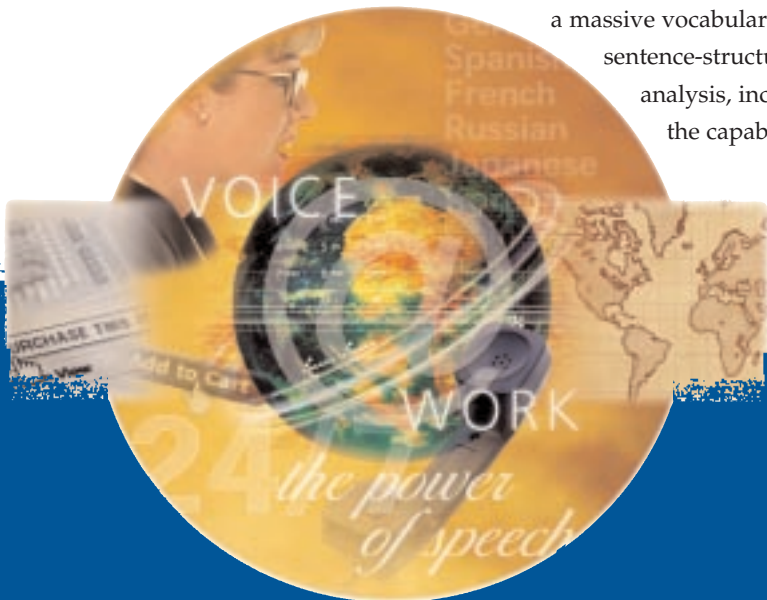
The advanced features of NLSR include a massive vocabulary and sentence-structure analysis, including the capability to

comprehend continuous speech. Less sophisticated speech-recognition applications can recognize digits, yes/no answers, and limited words and phrases. Conversely, NLSR can identify thousands of words and conversational speech.

For example, NLSR recognizes natural numbers (seventy-six, not seven, six), natural dates (July 26th, not July 2, 6), and natural currency (25 dollars, not 2, 5, 0, 0). NLSR also offers speaker verification—a registered voice print for improved security.

### Faster, easier automated service

NLSR makes automated self-service transactions faster and easier. Customers simply speak in their natural, conversational voice at a normal pace. No training or phone manipulation is required.





NLSR also allows more automation of customer-service functions, freeing your agents to spend time on complex calls. With NLSR, you can:

**Handle reservations:**

"What city would you like to fly from?"

"I'd like to fly from Atlanta."

**Take orders:**

"What is the next item you would like to order?"

"Twenty-two cases of kid's meal inserts."

**Make productive use of customer time:**

"Let's get started while we're waiting. What is your account number?" "My account number is AB1214578Z."

**Fulfill customer requests:**

"Please transfer \$500 from savings to checking next Monday."

## Overcome the language barrier

Language is no longer a barrier to business when you integrate NLSR into your customer contact center operations. You can field customer inquiries automatically 24 hours a day, 7 days a week in the following languages:

- Australian/New Zealand English
- North American English
- UK English
- Cantonese
- Mandarin
- Dutch
- French
- Canadian French
- German
- Swiss German
- Italian
- Japanese
- Portuguese
- Brazilian Portuguese
- European Spanish
- Latin American Spanish
- Mexican Spanish
- Swedish
- Greek
- Turkish
- South African English
- Norwegian





## Getting started

Avaya's network of independent software vendors (ISVs) will help you develop and customize your NLSR application based on your customer contact center objectives. These development organizations provide complete consulting, integration, and management services to link your NLSR application to your CRM strategy.

Best-of-breed Text-to-Speech (TTS) and speaker verification offers from Avaya's ISV alliances are available. TTS allows stored text to be converted to speech and played to the caller. Speech verification software allows callers to register their voice prints to be used to verify their voices when calling, thereby adding an additional level of security.

## Call for free demo

For more information on the multiple business benefits of NLSR, including free demos, contact your Avaya account representative today.

## NLSR benefits

- Provides natural, continuous speech in over 18 languages
- Makes automated self-service transactions faster and easier
- Provides 24/7 customer service
- Increases customer satisfaction and loyalty

- Enables more automation than less sophisticated speech-recognition applications
- Reduces agent workload and labor costs
- Increases customer contact center productivity and business profits

### NLSR engine platform server

- CPU and system hardware as specified by NLSR engine supplier
- Ethernet LAN (10 or 100 MB)
- Basic TCP/IP services
- LAN-to-NLSR engine-integration software for the chosen NLSR engine
- NLSR engine software
- NLSR proxy interface software

- Provides faster, easier automated service:
  - Handles reservations
  - Takes orders
  - Makes productive use of customer time
  - Fulfills customer requests





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