



Continuing communications through speech technology

The Enterprise Directory

A speech enabled call routing solution that will automatically route inbound calls from Customers and Employees to the required person or service within your company. Inbound calls are handled professionally with a consistent, easy to use speech interface that is available 24x7. Callers are greeted with recorded prompts and are asked to speak the name of the person or service they want and The Enterprise Directory automatically routes the call to the correct location. Callers can also ask for Reception and be routed to your Receptionist during normal operation hours.

Employees can simply change the routing of their calls through an easy to use administration service that can route calls to any location that they are working from or directly to their mobile or indeed to any co-worker in the organisation. The facility to change redirection can either be implemented as a part of an existing IntraNet or as a stand along facility hosted in the public network. Redirection to preset numbers can be changed by voice control from either a landline or a mobile phone.

Easy Implementation

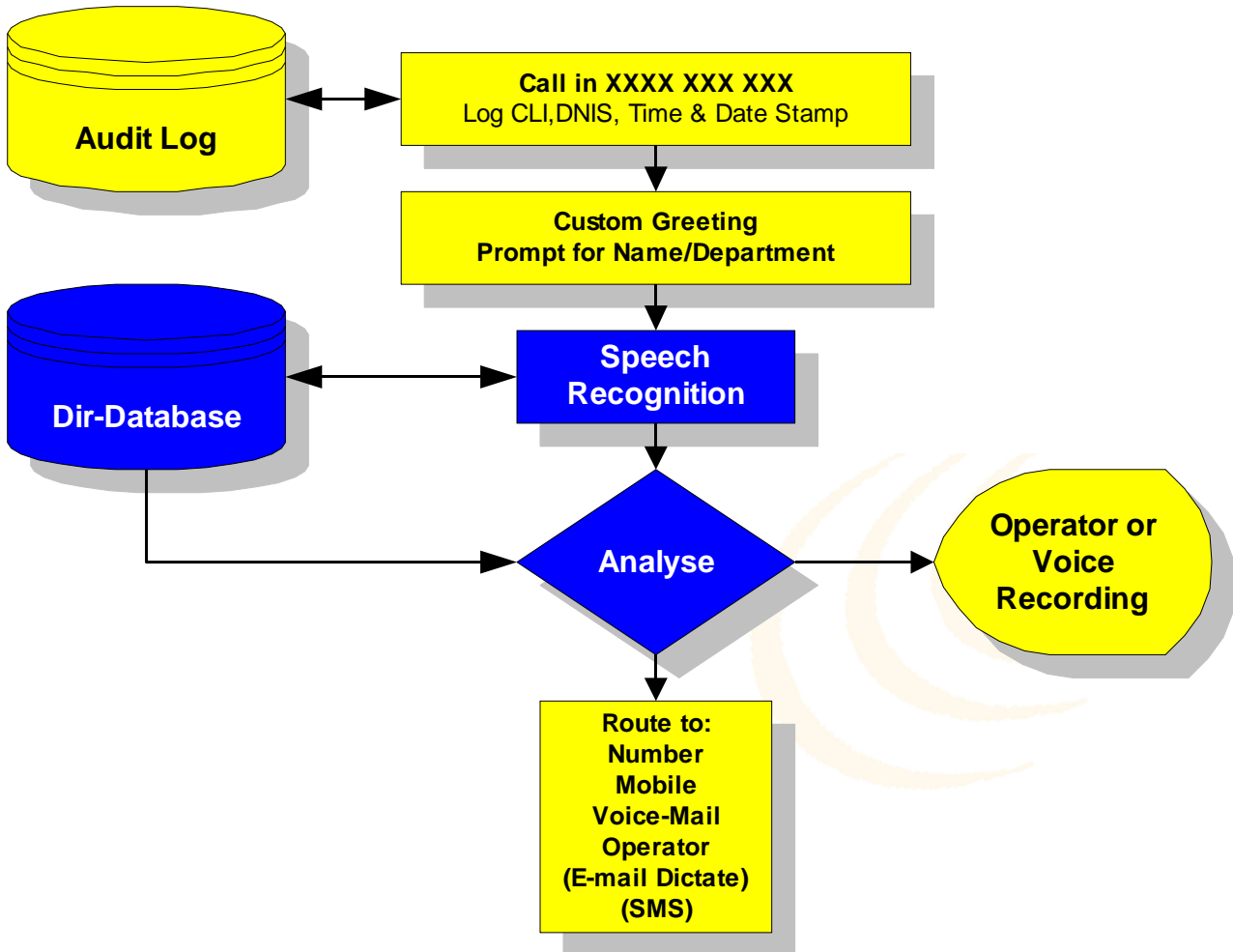
The Enterprise Directory can support small, medium and large companies and can manage employee directories that have hundreds of names through to large directories that contain tens of thousands employees. Our Prompt Builder creates dialogues that will handle the most complex inbound enquiry that your company has to service and we have built specific processes to handle duplicate names so that the solution delivers a high success rate with fewer calls needed to be handled by your Receptionist.

Your Employees can also use the Enterprise Directory to route calls to the required internal resource or department and this can replace the need for on-line or hard copies of your internal Directory.

The Enterprise Directory offers substantial cost savings that are tangible as we can automate the answering of 70%-80% of inbound enquiries into most companies. The ROI case for The Enterprise Directory is usually measured in months and can provide substantial ongoing savings as additional Speech based services are added.



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Benefits of The Enterprise Directory

- * Consistent & Professional Call Answering Service
- * 24/7 Service at fraction of costs
- * Better utilisation of current Reception staff
- * Replaces Internal Phone Directories
- * High recognition accuracy from mobile phones
- * Scalable - from hundreds to thousands of employees
- * Open platform that can be integrated with existing PBX and ACD systems
- * Easy to use administration functions

