

FEATURES MAKE AT&T VOICE SYSTEM APPEALING

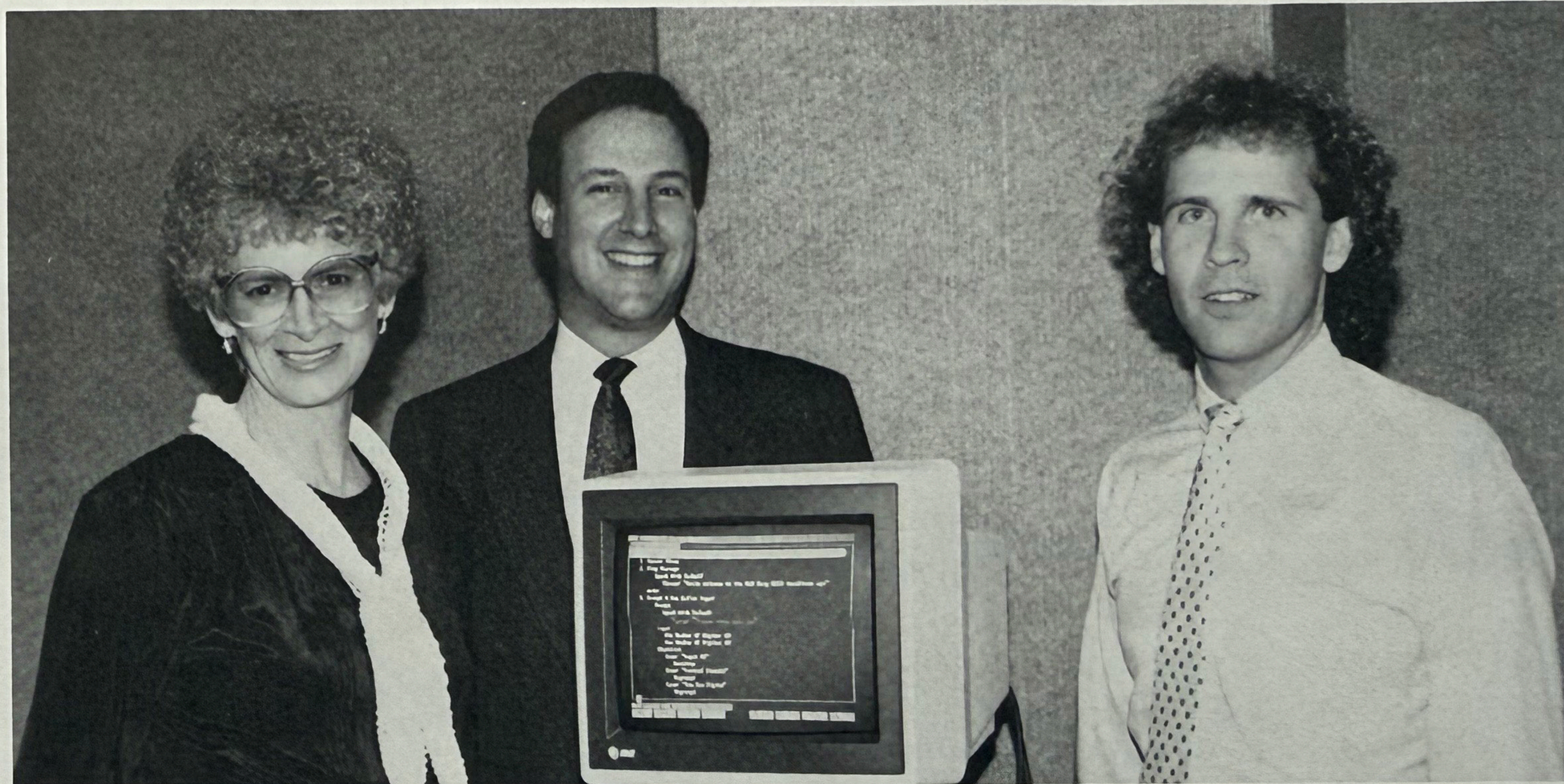
“Welcome to our state lottery demo. To find out about upcoming lotto prices say one; to hear winning lotto numbers say two; to find out about this week’s tourist information say three.”

This is a CONVERSANT® voice system message demonstrating to callers the kind of service it can offer. You can call one of four demos to listen and respond to each of the messages. They are used to give customers a first-hand look at the voice information system that will help them improve call handling and provide recorded information to callers 24 hours a day.

CVIS is a voice response system that greets callers with a digitized voice message and prompts them to use a phone’s electronic tones to select the information they require. The system then retrieves the desired information from a database and a recorded voice speaks the information.

CONVERSANT voice information systems run on a more powerful computer and can store more information than the CONVERSANT1 voice system. These enhancements give the system greater capacity and the ability to use hardware allowing customers to expand their systems more easily and at less cost.

Product planning manager Shirley Evans said, “These technical improvements make



Pictured from left to right are Ruth Robbins of Conversant marketing, Staff Manager Doug Brown, and Customer Engineer Walt Wallace, as they review the Conversant Voice Information system. All three have played instrumental roles in the development of the new product.

recorded speech sound more natural.” Voice response systems are popular in the banking industry, providing benefits or claim information.

Applications for business, education and government are virtually unlimited, ranging from information access and retrieval services to sophisticated order entry services such as transportation.

“With a CONVERSANT voice information system, a business is never closed when customers call,” said Evans. “Companies can make critical information available any time to callers with touch-tone telephones.”

The system also frees up personnel so that they can handle more involved requests. The voice system can help increase em-

ployee productivity as well as reduce turnover and labor costs.

AT&T plans to continue enhancing its CVIS by adding more speech storage and expanding the system’s host connectivity capabilities.

If you would like to get more acquainted with this AT&T product, then there are several demonstration phone numbers that you can call. The general demo number is 614-860-1465

If you are interested in learning more about speech recognition in voice systems then call 860-5571. The speech recognition demo is an example of how a voice system for the lottery might work.