

LARGE

TRANSFERRING

CAPACITY

NAME

NAME PLEASE . . .

DIALING

Making Technology Work for Customers

As Val began to describe one of his organization's newest products, I asked, "In plain language, what does this do?" Immediately, the engineer scanned the room, picked up the phone, and dialed four digits. "Name please," answered an automated voice. "Val Matula," he responded. "Transferring," the system quickly obliged. "Cool!" I exclaimed. "Why can't we all have this?"

Now larger-size companies can have the convenience of an automated directory with the Intuity™ CONVERSANT® voice information system's Large Capacity Name Dialing software. Large Capacity Name Dialing enables users to dial into an internal directory, speak an individual's name, verify the name, and have the call transferred to the specified individual.

Prior to the introduction of the new Large Capacity Name Dialing system, Intuity CONVERSANT, Lucent Technologies' flagship voice response product, supported approximately 3,000 names. For organizations with 3,000-plus employees, the system was too limited. By removing the recognition task from Intuity CONVERSANT and giving it to separate PC units, local Business Communications Systems (BCS) associates have enhanced the existing software application so it now supports a vocabulary of up to 20,000 names.

With this significant increase in speech recognition capacity, Lucent can target larger companies, such as hospitals, banks, or universities, who more typically have the need and resources to purchase this kind of technology. "The goal was to make our technology work for customers," says Val Matula, BCS software engineer, Lucent Columbus.

There are several benefits for companies using the large capacity CONVERSANT system. First, instead of

using a directory listing or calling a receptionist, employees call the system directly for internal transfers. This saves time and increases productivity. It also increases the quality of customer service by providing the receptionist with more time to handle external customer calls.

In addition, by having a vocabulary of up to 20,000 words, there are additional words available for employee nicknames or individual departmental names. The caller can request either Richard Smith or Dick Smith and the system will successfully locate the correct listing.

Finally, the system makes calling the company from the outside more efficient and convenient for off-site employees. For example, traveling sales staff no longer have to rifle through their organizer to find the phone numbers of their colleagues. By dialing the automated directory number from a car phone or pay phone, they can quickly and easily be transferred to any extension by simply stating a name - without knowing the spelling of the individual's name to be called.

With the addition of Large Capacity Name Dialing to its Intuity product family, Lucent expects a positive response from its customers. "Since we added 20,000 names to the speech recognition capacity, the business case is much more attractive to the customer," says Matula. "We're looking forward to some potentially strong sales."

Time and cost savings, better customer service, and overall convenience make Large Capacity Name Dialing a welcomed technological addition to any large company. In fact, Lucent Columbus itself will be the first to apply the fruits of its own labor. Beginning in July, all Columbus employees will be able to enjoy the advantages of a fully-integrated automated directory system. 📞 Rob Guyor