

Lucent Technologies
Bell Labs Innovations



INTUITYTM CONVERSANT[®] Version 6.0

Sales Guide

ADDING THE VALUE TO YOUR CUSTOMER'S CALL CENTER AND BUSINESS ENTERPRISE

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Look for this *Sales Guide* in IntraWorks, our internal Web site, at
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We're Lucent Technologies

The value we offer to our customers is unsurpassed by any competitor. Impress your customers with our story:

- ◆ We're the \$20+ billion startup company with 137 years of experience!
- ◆ We're one of the largest and most successful spin-offs in history.
- ◆ We're a fully-integrated business (R&D, manufacturing, marketing, sales, service and support) with \$5.1 billion in revenues serving a global customer base of 1.4 million.
- ◆ We provide advanced multimedia voice, data, image, and video communications solutions to business and government customers worldwide.
- ◆ We have a clear market focus on five distinct customer segments: businesses, consumers, communications service providers, government customers, and OEM manufacturers.
- ◆ We're building on what we were as part of AT&T—with the same industry-leading strengths, people, products, and commitment to excellence.
- ◆ We have 125,000 employees worldwide, with offices or distributors in more than 90 countries, and Bell Labs facilities in 19 countries.



IMPORTANT!

No one else has or can have Bell Labs! It's at the heart of our innovative capacity and our competitive advantage. Bell Labs' history as a developer of new technologies—the transistor, laser, satellite communications, cellular telephony, the solar cell, electronic switching, and the UNIX operating system—is known and respected worldwide. And that's not all! Bell Labs

- has averaged one patent per business day since 1925
- has been home to seven Nobel Prize winners
- has won seven U.S. National Medals of Science and seven National Medals of Technology

These accomplishments are unmatched by any competitor!

- ◆ We have the largest domestic direct sales and service force in the industry.
- ◆ We have worldwide manufacturing and delivery capabilities. We have 46 manufacturing and repair sites in 19 countries (26 are in the U.S).
- ◆ Our products are backed by six customer care centers around the world that provide helpline support, remote diagnostics, trouble resolution, and consulting services.
- ◆ **Our national customer care centers are staffed 24 hours a day, 365 days a year**, by professionals with an average of 20 years of experience in telecommunications.

Introduction

The good news is that the market for voice response systems is enormous! The North American Telecommunications Association (NATA) projected that the market would grow to approximately 1.8 billion dollars by 1996 and it's still going! Making this outlook even better is the fact that Lucent Technologies' INTUITY™ CONVERSANT® System has held the number one position in the marketplace. According to Dataquest, as of year end 1995, Lucent Technologies held the top spot in interactive voice response, based on number of ports. Now, we're introducing a whole new version, INTUITY CONVERSANT System Version 6.0, that brings powerful new capabilities, versatile call center and business applications, and multilingual features to markets within the U.S. and across the globe.

Sales Strategy

INTUITY CONVERSANT System V6.0 is a key component of the Global Call Center Strategic Solution, enhancing the power, efficiency, and availability of every business to its customers. This section helps you develop a winning sales strategy for INTUITY CONVERSANT V6.0. By focusing on call centers, global markets, and packaged applications, you can give customers an INTUITY CONVERSANT V6.0 solution to meet the needs of any enterprise. The following paragraphs provide strategic information, presented within the BusinessWorks framework, to help you formulate an effective sales approach.

Solutions for Business:

The Global Call Center Strategic Solution

INTUITY CONVERSANT V6.0 is an integral part of the Global Call Center Strategic Solution. This is our integrated offer to give customers all the products and services they need to establish a new call center or improve upon their existing call center service levels. As part of this global call center solution, INTUITY CONVERSANT V6.0 will be marketed within the following countries (see Note):

Target Countries

- | | |
|--|--|
| ■ Argentina | ■ Japan |
| ■ Benelux (Belgium, Netherlands, Luxembourg) | ■ Mexico |
| ■ Brazil | ■ South Pacific (Australia, New Zealand) |
| ■ Canada | ■ Spain |
| ■ Columbia | ■ Thailand |
| ■ France | ■ United Kingdom |
| ■ Germany | ■ United States |

Note: If a customer outside these countries is interested in V6.0, contact your Global Channel Support Team to discuss the possibility of special introductions in other countries.



A Passport to Success

Lucent Technologies Regions across the globe have teamed up to improve our global offers. The result is Passport to Success, a powerful sales initiative that provides a passport to several solutions for large call centers, including the Global Call Center Strategic Solution, wireless services, and multimedia messaging. These solutions give you the ticket for meeting the needs of customers both within and outside the U.S.

INTUITY CONVERSANT: An Asset to Any Business

With its powerful modular platform, versatile connectivity and telephony options, and a myriad of application suites, INTUITY CONVERSANT V6.0 provides a valuable asset to just about any business. This system assists business customers in their quest for market leadership with a variety of solutions that can help bring the best products and services to market, build lasting customer relationships, attain operational efficiency, and assure high levels of employee satisfaction and job performance.

New Assist Suites of Solutions

With INTUITY CONVERSANT V6.0, we are making it easier to sell applications to customers. The myriad of unrelated applications are being replaced by application suites of solutions targeted at business and communications managers (Enterprise Assist) and call center managers (Customer Assist and Agent Assist). Plus, future plans are underway for more suites of solutions aimed at particular vertical markets, such as financial institutions. Why are these suites easier to sell? Because they are packaged solutions that can be implemented with ease. Plus, these PEC-coded suites can help customers realize the benefits of their applications much sooner than developing custom applications. And, the vast array of these packaged applications appeal to a much wider customer base than ever before!

The Lucent Technologies Advantage

We offer a comprehensive array of technologies to choose from, and our technologies are leading-edge. With our solutions, customers are poised to take advantage of future enhancements in multimedia, the Internet, video call centers, and much more.

Management & Services:

With our ServiceWorks™ network of expertise, we can offer world-class service to customers around the corner or across the globe. This includes: customer care centers staffed with professional services personnel located in each global region, expert systems that include the tools to enable a complete range of remote diagnostics, and much more. Here is just one of the many services specific to INTUITY CONVERSANT:

- ◆ The Human Factors Consultation Service is designed to help call centers make the most of their INTUITY CONVERSANT system. This service, developed in conjunction with Bell Laboratories' human factors experts, analyzes your customer's INTUITY CONVERSANT applications from script design to caller usability. Customers can use the results to improve their applications and make their call centers more responsive to their customers. For more information on this service refer to *Marketing Announcement*, GBCS-96-04-009 available on IntraWorks.

Note: For additional information on Professional Services, refer to the *What's New?* and *Appendix C: Support Information* sections in this *Sales Guide*.

Business Alliances:

Custom Application Packages from the ISVs (see TIP below)

We're redefining our role with Independent Software Vendors (ISVs) and enhancing our alliances. As part of these efforts, our internal sales force is focusing on selling our packaged application suites, such as Enterprise Assist, and teaming with one of our ISVs to provide a custom solution. What does this mean to you? By moving away from custom applications, you can concentrate on our new suites of solutions (PEC-coded application packages) and the applications that they bring to customers. If a customized application is called for, you can simply put your customer in touch with an ISV for a more customized approach (in this case, your customer would enter into a separate contract with the ISV.) Options are also available for customers who require a single vendor solution (for more information, contact your MMR Channel Support Manager).



Make SDO Your First Stop!

Think of Lucent Technologies' Solutions Delivery Organization (SDO) as the "first stop" when you are helping customers find a provider for customized INTUITY CONVERSANT applications. SDO is our own "in-house" ISV with personnel who are trained to create many of the custom application solutions your customers want. So look to SDO as your first stop when helping customers shop for the right applications provider.



It's in the Catalog

To get an idea of the application possibilities, put your hands on a copy of the *BusinessWorks Applications Catalog* (Spring '96 edition). This catalog provides descriptions of over 175 INTUITY CONVERSANT applications as well as solutions for PassageWay® Computer Telephony Integration (CTI), Callvisor Adjunct/Switch Application Interface (ASAI), and Multimedia Messaging. The vast majority of these applications are available from the ISVs, with a portion coming from Lucent Technologies' SDO as well as Lucent Technologies' packaged applications. Refer to *Appendix C: Support Information* for ordering details.

The VISA® Bill Payments System ADMS Interface Offer

With the V6.0 release, INTUITY CONVERSANT has an offer especially targeted at financial and banking institutions. This offer provides the VISA® Bill Payment System ADMS Interface that enables banking customers to pay their bills over the phone using INTUITY CONVERSANT applications and the powerful VISA Interactive bill payment network. Our business alliance with VISA Interactive, a division of VISA International, provides the first in a series of solutions targeted for your customers in the financial industry. With the VISA Bill Payments System, banks and other institutions can cut through the time delays of existing clearing house bill payments, where the receipt of money can take up to several days. In an industry where "time is money," the VISA Bill Payment can prove its worth with the immediate receipt of money for bill payments.

Product Line Impact

It's Global

INTUITY CONVERSANT System V6.0 represents a breakthrough—a single release for customers within and outside the U.S. This differs from the two previous releases that offered separate versions of INTUITY CONVERSANT outside the U.S. (V4.0i) and within the U.S. (V5.0). This new release of the powerful INTUITY CONVERSANT platform reflects Lucent Technologies' commitment to the global marketplace. In fact, many of the new enhancements, such as Dial Pulse Recognition (DPR), the new E1/T1 card, and greatly expanded language set, were made with our global customers in mind.

In Call Centers

With the V6.0 release, INTUITY CONVERSANT is being featured as a strategic component of the call center, a component that can bring tremendous benefits to our call center customers and boost INTUITY CONVERSANT sales at the same time.



More on Call Centers

Look for more on INTUITY CONVERSANT's role in call centers as part of the Global Call Center Strategic Solution. This solution brings together all the products and services that customers need to get a call center up and running. Strategic components for this solution include: the DEFINITY® ECS R5, INTUITY CONVERSANT V6.0, Call Center '96 software (including CentreVu™ CMS and Supervisor), PassageWay® Telephony Services Solution, Professional Services, Business Training Services, and the DEFINITY Suite of Desktop Solutions (terminals). For more details on DEFINITY ECS R5 and the Global Call Center Strategic Solution, consult the comprehensive *Global Integrated Sales Guide for DEFINITY ECS Release 5 and Call Centers* (9/96) on IntraWorks.

And Retroactive

We think customers will be so impressed with our new suites of solutions that some of the applications are being offered to INTUITY CONVERSANT V5.0 customers as well. So for customers looking to upgrade or those who wish to stay where they are, you have the opportunity to make the sale with the Enterprise Assist and the Customer Assist Suites of Solutions.

Application Availability

The following table shows the availability of the various application packages.

Application Suite	Contents	Region	Platform Release
Customer Assist	Customer Assist Care Center	U.S.	V4/V5
		Global	V6
Agent Assist	Automated Service Observation	U.S.	V5
	Agent- Initiated Call Trace	Global	V6
	Spontaneous Agent Recording		
Enterprise Assist	Customer Experience Observation		
	Customer Satisfaction Survey		
	Conference Bridge		
	Graphical System Monitor	U.S.	V4/V5/V6
	Silent Sentry®	U.S.	V4/V5/V6
	Directory Assistant R2.2	U.S.	V5/V6
	Locator	U.S.	V4/V5/V6
	Automated FAXBACK R1	Non-U.S.	V4.0i
	Automated FAXBACK R1.5	Global	V5/V6
	Automated FAXBACK R2	Global	V6
	Business Reach™	U.S.	V4/V5
		Global	V6
	Remote Administration Package	U.S.	V4/V5/V6

How to Use this GUIDE

This *Guide* is written for you, the sales force, to provide the information you need to sell INTUITY CONVERSANT V6.0. Here's what's included:

- ◆ how to present a consistent corporate message to customers by positioning the INTUITY CONVERSANT system and the new features and benefits within our BusinessWorks solutions strategy
- ◆ an outline of targeted customer segments along with cost-justification tools to help make INTUITY CONVERSANT simpler to sell and easier for our customers to buy
- ◆ competitive assessments and additional resources to keep you ahead of the market
- ◆ a convenient easy-to-use *Features & Benefits Glossary* for memory jogging
- ◆ comprehensive technical considerations and a variety of resources to support you in your sales efforts

The BusinessWorks™ Solution

This section puts the INTUITY CONVERSANT System in context—how it evolved, its powerful platform, and the value that it brings to every enterprise. But don't stop there! Keep reading and you'll discover how to articulate all the new benefits of the INTUITY CONVERSANT System V6.0. Plus we'll show you how these benefits link to BusinessWorks customer solution areas and we'll help you to explain this offer in terms your customers can understand.

A Little Background

INTUITY CONVERSANT System V6.0 represents a breakthrough—a single release that serves both U.S. and international customers. The following table provides a quick look at the significant changes occurring with the last three INTUITY CONVERSANT System releases to help you identify differences “at a glance.”

Release Highlights ⁽¹⁾

Version 4.0.i (Outside U.S.)	Version 5.0 (U.S./Canada)	Version 6.0 (U.S./Outside U.S.)
■ Call Center Templates ■ Automated FAXBACK R1	■ Fax Attendant® ■ AUDIX® Voice Power® (AVP) ■ Call Center Applications ■ Form Filler Plus ■ Silent Sentry™ ■ Directory Assistant® R2.2 ■ Business Reach™ ■ Automated FAXBACK R1.5	■ Customer Assist Suite⁽²⁾ ■ Agent Assist Suite ■ Enterprise Assist Suite (includes Silent Sentry, Directory Assistant R2.2, Business Reach, Remote Administration Package, Locator, and Automated FAXBACK) ■ Fax Attendant not available ■ AUDIX Voice Power not available ■ VISA Bill Payment System ADMS Interface
■ Script Builder FAX Actions ■ Script Builder with language support ■ Graphical Speech Editor ■ Asynchronous Host Tool Kit ■ ASAI	■ Script Builder FAX Actions R3.5 ■ Script Builder ■ Graphical Designer 1.4 ■ INTUITY CONVERSANT Response API (IRAPI) ■ FlexWord® Tool Kit	■ Script Builder FAX Actions R3.5 ■ Graphical Designer R1.6 ■ Call Flow Design Tool ■ Script Builder with added languages ■ ASAI with EAS and LAN capabilities
■ Dial Pulse Recognition (DPR) ■ Enhanced Basic Speech=8 ⁽³⁾ ■ Text-to-Speech=2 ■ Whole Word SR=5 ■ FlexWord SR=3	■ No DPR ■ Call Classification Analysis (CCA): U.S. only ■ Enhanced Basic Speech=2 ⁽³⁾ ■ Text-to-Speech=1 ■ Whole Word SR=3 ■ FlexWord SR=1	■ DPR ■ Enhanced Basic Speech=14 ⁽³⁾ ■ Text-to-Speech=1 ■ Whole Word SR=11 ■ FlexWord SR=5 ■ Call progress tone detection ■ MAP 40—up to 24 ports
■ MAP 40—up to 24 ports ■ MAP 100—up to 48 ports ■ Intel® 80486* CPU	■ MAP 40—up to 48 ports ■ MAP 100—up to 96 ports	MAP models with a: ■ Pentium® 120 - up to 96 ports ■ 486 50 - up to 72 ports ■ 486 25 - up to 48 ports

Release Highlights (cont.) ⁽¹⁾

Version 4.0.i (Outside U.S.)	Version 5.0 (U.S./Canada)	Version 6.0 (U.S./Outside U.S.)
■ SP and Companion Board ■ IVP6 analog ■ Lineside T1 (digital) ■ IFP4-Fax ■ SCSI ■ UNIX* Release 3.2.3 ■ ORACLE* V6	■ Increased memory up to 64MB (stand. =32MB) ■ Token Ring Interface ■ Based on UnixWare* 1.1 ■ ORACLE V7	■ SSP Board ■ IVC6 analog⁽⁴⁾ ■ E1/T1 digital ■ NGTR⁽⁴⁾ analog ■ Increased memory up to 128MB ■ ORACLE V7 SQL* NET 2.0

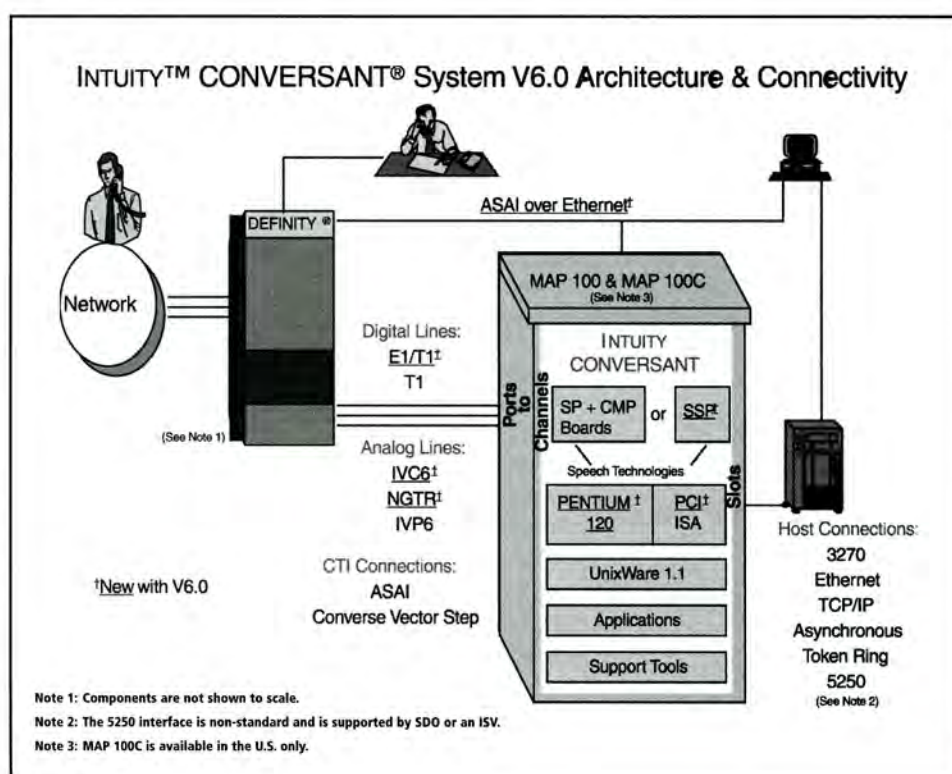
Notes:

- ⁽¹⁾ All features in the Release Highlights Table are carried forward to the next release unless noted.
- ⁽²⁾ Customer Assist Suite replaces the Call Center Templates from 4.0.i and the Call Center Packages from V5.0.
- ⁽³⁾ The numbers following the speech technologies denote the number of languages available. Consult *Appendix B: Technical Specs* for specific language lists and additional release comparisons.
- ⁽⁴⁾ NGTR is required in Europe as of 1/1/97. See language chart in the *What's New?* section under *One Solution Meets Multilingual Needs* for board recommendations per country.

The INTUITY CONVERSANT System V6.0 Platform

The INTUITY CONVERSANT System is Lucent Technologies' premier platform for providing customers with leading-edge multimedia response solutions. The following diagram illustrates a sample configuration to help you grasp the many pieces of this platform.

Note: For detailed information on hardware and system specifications, refer to *Appendix B: Technical Specs*.



System Architecture

As illustrated in the preceding diagram, the INTUITY CONVERSANT System V6.0 is made up of a number of different elements including:

System Hardware

The cornerstone of the INTUITY CONVERSANT System V6.0 is a modular platform called the Multiple Application Platform (MAP), which provides different models with a variable number of available slots. MAP 40, MAP 100, and MAP 100C offer the following components:

- ◆ **system controller:** with Intel's Pentium 120 processor offering up to 128 MB RAM (standard is 32MB RAM) with a standard 2.0 GB internal hard drive (plus optional disk mirroring capabilities).
- ◆ **ports:** capacity for up to 96 ports on the MAP 40 or MAP 100, which are held for incoming and outgoing calls. Port capacity will vary based on the processor, the applications running, the number of simultaneous transactions, whether connections are analog or digital, and whether incoming and outgoing transactions need to be bridged together (see Note).

Note: Performance criteria in the configurator will help you determine the total number of ports supported for your customers' applications. There is a maximum of 3 E1s per system or 5 T1s per system with bridging.

- ◆ **PCI and/or ISA slots:** to support feature and telephony connections for voice cards, feature cards, and other peripheral devices, such as extra hard drives, and more (see Note).

Note: PCI slots on MAP 100 and 100C are for future support only. Currently, there are no PCI slots on the MAP 40.

- ◆ **SSP boards:** to provide channels for voice recording and playback capabilities on E1/T1, as well as a variety of advanced speech technologies. The SSP channels are shared resources. For example, as soon as speech recognition is completed, the SSP releases the channel to handle another call. (This offers improvements over the SP and Companion board sets utilized in previous INTUITY CONVERSANT releases.)
- ◆ **connectivity:** telephony-related interfaces with the DEFINITY ECS or interfaces with LAN host systems and various networks. (For more information, see the *Connectivity* description that follows later in this section.)



The Map Advantage—Top Ten

Use the following top ten list to illustrate the benefits of the MAP platform:

- offers the most powerful multi-user, multitasking operating system in the industry: UnixWare
- high standards: the MAP platform manufacturing process is ISO 9000-certified
- cost-effective: offers modular flexibility to meet current and future needs
- advanced technology: supports emerging technologies, such as advanced processor boards and peripheral devices, for more robust capabilities
- supports multiple applications and technologies on one system
- enables multiple host interfaces on a single system
- resource sharing: enables sharing of external resources, such as local ORACLE databases, speech files, and system host information
- provides investment protection with high port capacity and more
- supports power supply options, including redundant hot swap power supply and/or external uninterruptable power supply (UPS) on the MAP 100
- offers disk mirroring options

Operating System

INTUITY CONVERSANT System V6.0 is based on the powerful UnixWare 1.1 operating system, which offers sophisticated multitasking capabilities. INTUITY CONVERSANT with UnixWare also supports the INTUITY CONVERSANT Response Application Programming Interface (IRAPI), a versatile C and C++ programming tool; and Veritas*, which facilitates data availability, improves disk management and performance, and provides optional disk mirroring capabilities.

INTUITY CONVERSANT System Software

At the heart of the INTUITY CONVERSANT System is the V6.0 system software that integrates and connects the various pieces of the platform. Elements of this software include an ORACLE database, which facilitates local database transactions. This software also supports advanced speech technologies, application support tools, and packaged application software suites.

Speech Technologies

Central to the INTUITY CONVERSANT System V6.0 is our impressive array of speech technologies. These include:

- ◆ **Enhanced Basic Speech:** provides a software package of 500 words used for playback of basic system prompts (see Note).

Note: Many customers rely on professional speech recording facilities to record the custom phrases and prompts used on their systems.

- ◆ **Whole Word:** offers speech recognition of a simple set of words: yes, no, and the digits (numbers zero through nine), as well as connected digits (a series of numbers spoken together).

- ◆ **FlexWord:** enables advanced speech recognition with a vocabulary of up to 2,000 words and phrases defined by the customer. There's even a special FlexWord Tool Kit available to simplify the vocabulary definition process (see Note).

Note: The FlexWord Tool Kit uses Text-to-Speech (TTS), which is currently available in U.S. English only. As a result, the FlexWord Tool Kit will be available to developers and customers in the U.S. and to developers or in-country technical specialists outside the U.S.

- ◆ **Text-to-Speech:** provides the capability to translate any ASCII-based text into clear synthesized speech (for use in prompts, informational announcements, applications, etc.). Text-to-Speech is excellent for accessing large dynamic vocabularies, such as names or directories.

Note: Text-to-Speech is available in U.S. English only.

- ◆ **Dial Pulse Recognition:** recognizes the dial pulse tones generated by rotary or push-button phones. This gives callers with dial pulse telephones the convenience of accessing INTUITY CONVERSANT applications and self-service options in the same way as touch-tone callers.



Why Select Speech?

Why would your customers want our leading-edge speech technologies? Because with our technologies they can:

- provide a natural spoken interface to enhance caller interaction with INTUITY CONVERSANT systems
- develop new markets, such as accommodating rotary callers with dial pulse recognition or speech recognition
- expand their customer sales and service efforts to reach more callers (for example, in countries with low touch-tone phone penetration, they can reach more callers with speech recognition and/or dial pulse recognition)



What happened to IVR?

Those of you who are accustomed to INTUITY CONVERSANT may be wondering what happened to Interactive Voice Response (IVR). As part of an active campaign to increase name recognition for INTUITY CONVERSANT, we are moving away from the more generic term IVR. This change also coincides with our growing emphasis on multimedia technologies and the emergence of Interactive Information Response (IIR) terminology. What does all this mean to you? When talking with customers, stress our INTUITY CONVERSANT (not IVR) applications and show them how automation with an INTUITY CONVERSANT System makes good business sense both now and for the future.

Application Development Tools

INTUITY CONVERSANT System V6.0 offers a variety of tools used to design sophisticated INTUITY CONVERSANT applications. These tools include:

- ◆ **Graphical Designer R1.6:** a Microsoft* Windows*-based tool used to design, simulate, test, and generate INTUITY CONVERSANT applications
- ◆ **Call Flow Design Tool:** a module of Graphical Designer that provides a tool for call flow design and simulation

- ◆ **Script Builder:** a menu-based, code-generation tool used to develop INTUITY CONVERSANT applications
- ◆ **INTUITY CONVERSANT Response Application Programming Interface (IRAPI):** lets developers use “C or C++” to develop INTUITY CONVERSANT applications
- ◆ **FlexWord Tool Kit:** enables customers to design and modify their own custom vocabularies for FlexWord speech recognition applications
- ◆ **Graphical Speech Editor (GSE):** an application support tool that helps developers record and manipulate speech files to make minor changes to prerecorded phrases

Application Software

We make a comprehensive range of application software solutions available to meet the specific needs of practically any customer. This includes:

- ◆ **Customer Assist and Agent Assist Suites of Solutions:** packaged application solutions for call center customers
- ◆ **Enterprise Assist Suite of Solutions:** packaged applications and script templates that meet the needs of customers in a variety of businesses

Connectivity

Connectivity is what brings the architecture together, linking the INTUITY CONVERSANT System V6.0 platform with many of the components that create an integrated offer, such as the Global Call Center Strategic Solution. Connectivity consists of two types of interfaces: Telephony and Data-related.

Telephony Interfaces

Telephony interfaces provide the telecommunications link between the DEFINITY ECS (caller) and the INTUITY CONVERSANT System (IVR application). These telephony connections link into ports on the MAP 40, MAP 100, or MAP 100C for the duration of a call. Telephony links include:

- ◆ **digital:** offers speed and efficiency as well as DEFINITY ECS call progress tone detection with the new E1/T1 Card (requires an SSP for voice coding and playback).
- ◆ **analog:** with connectivity and voice coding and playback combined in a single card (IVC6 or NGTR).
- ◆ **Computer Telephony Interface, such as ASAI over Ethernet*:** enables an Adjunct/Switch Application Interface (ASAI) connection between the DEFINITY ECS and the INTUITY CONVERSANT over an Ethernet interface. ASAI supports advanced intelligent call routing and screen pop applications and provides dynamic port allocation and script triggering. (For additional information on ASAI, see *What's New?*)

Data-related Interfaces

Data-related interfaces enable information to be passed between the INTUITY CONVERSANT System and other downstream system hosts and LANs. To make these connections, the INTUITY CONVERSANT System accommodates:

- ◆ IBM* 3270
- ◆ Ethernet
- ◆ TCP/IP
- ◆ Asynchronous
- ◆ Token Ring
- ◆ IBM 5250 (available from SDO or an ISV)

Solutions for Business

Customer Sales & Service High-Level Benefits

Adds Value to Any Business

The INTUITY CONVERSANT System can deliver increased value to customer sales and service efforts by helping businesses:

- ◆ build stronger customer/client relationships by striking a balance between “high touch” and “high-tech” through continuous call coverage, automated self-service options, speech recognition, and highly personalized call handling.
- ◆ meet their business objectives of profitability, leadership, and differentiation. They can accomplish this by automating personnel tasks, improving call handling efficiency, and providing coverage 7 days per week, 24 hours a day (7x24) to reduce call abandon rates and customer hold times.
- ◆ promote employee satisfaction and productivity with automated INTUITY CONVERSANT applications that save time and provide assistance with repetitive tasks.
- ◆ with new suites of solutions featuring specialized applications, such as Enterprise Assist, that meet the needs of any business.
- ◆ in the financial community with new offers, such as the VISA Bill Payment System ADMS Interface and related applications.

Assists Call Centers

The INTUITY CONVERSANT System can provide a powerful call center solution, especially when integrated with our DEFINITY ECS and other Lucent Technologies products and services. Here's how:

- ◆ with new suites of solutions for call centers (Customer Assist and Agent Assist)
- ◆ through our global offers, such as the Global Call Center Strategic Solution, that meet the needs of customers both within and outside the U.S.

Supports Global Efforts

- ◆ with general availability in more countries than ever before!
- ◆ by providing a comprehensive set of languages for complete multilingual support (see Note)
- ◆ by adding features and capabilities, such as E1/T1 digital connections, dial pulse recognition, and more to appeal to customers outside the U.S.

Note: A detailed list of the new V6.0 languages is provided later in the *What's New?* section. These new languages require the SSP board.

Conferencing & Collaboration High-Level Benefits

The ability to share information among colleagues and disseminate information to customers is critical to business success. INTUITY CONVERSANT enhances communication efforts with applications, such as: bulletin boards, that enable employees to post new ideas; surveys where they can share opinions; and even recording and conferencing capabilities for call center personnel.

Mobility & Distributed Work Force High-Level Benefits

As the work force becomes more dispersed, INTUITY CONVERSANT can provide ways to keep everyone connected through:

- ◆ fax capabilities that enable employees and customers alike to access and request information via fax at their convenience, whenever and wherever needed
- ◆ a variety of INTUITY CONVERSANT applications that feature interfaces, such as speech recognition and dial-pulse recognition, to make it easier for callers to reach the information they need, when they need it
- ◆ automation that provides the flexibility to meet the varied schedules of a mobile workforce distributed across multiple time zones and/or countries
- ◆ the convenience of call-in access 24 hours a day, 7 days per week, from any location

Messaging & Response High-Level Benefits

Positioned for Future Technologies

INTUITY CONVERSANT System V6.0 offers a more robust, flexible MAP platform that positions customers for the future with:

- ◆ improved architecture with the Pentium processor, new Peripheral Component Interconnect (PCI) slots (see Note), and the new SSP board

Note: PCI slots, positioned for future use, are available on MAP 100 and MAP 100C only.

- ◆ enhanced connectivity with a variety of options for digital (E1/T1) and analog (NGTR or IVC6) connections
- ◆ better monitoring and diagnostics, upgrade support, new services, and updated application design tools

Note: Refer to *Appendix B: Technical Specs* for more details on the platform.

Our Advantage is Speech Technologies

With INTUITY CONVERSANT System V6.0, you can offer customers our leading-edge speech technologies at a very flexible price. Here are some advantages:

- ◆ We offer the most integrated speech options in the industry with: Enhanced Basic Speech, Text-to-Speech (TTS), Whole Word speech recognition, FlexWord advanced speech recognition, Call Classification Analysis (CCA), and our new support for Dial Pulse Recognition (DPR).

Note: Check for feature and language availability. Certain languages and technologies are certified only for use in their native countries with native telephony needs. For example, TTS is available in U.S. English only.

- ◆ Right-to-Use (RTU)-based pricing makes speech technologies attractive for entry level and aftermarket customers.
- ◆ The new Speech and Signal Processor (SSP) board accommodates greater capacity and offers the flexibility to mix and match a variety of speech technologies on the same board.

Networking High-Level Benefits

Offers Worldwide Connectivity

INTUITY CONVERSANT System V6.0 features a single software release that spans the globe with E1/T1 digital connectivity for customers in the U.S. and worldwide. This consolidated global approach is a first for INTUITY CONVERSANT and provides:

- ◆ enhanced capabilities and competitive pricing with the new E1/T1 card
- ◆ a single release that enables you to sell INTUITY CONVERSANT System V6.0 to multinational customers within the U.S. and the 16 target countries (see list in *Introduction* section)
- ◆ networking integration with variety of voice and data networks (LANs, direct network connections, analog, and E1/T1 Card)

Notes:

What's New?

You've seen the strategy and product impact, as well as the high-level benefits of INTUITY CONVERSANT V6.0. Now, here are the details on the new and improved features that will make INTUITY CONVERSANT System V6.0 an integral part of your sales approach.

Customer Sales & Service

New!

Enhanced Integration for Call Center Support

With our enhanced integration, INTUITY CONVERSANT System V6.0 can take advantage of some of the sophisticated routing capabilities of the new DEFINITY ECS R5. This integration enables call centers to be more responsive with INTUITY CONVERSANT applications that use:

- ◆ **Adjunct/Switch Applications Interface (ASAI):** to streamline call handling and maximize system resources with dynamic port allocation, call routing, script triggering, and screen pops, based on the caller's Automatic Number Identification (ANI) or Dialed Number Identification Service (DNIS). INTUITY CONVERSANT V6.0 contains an updated version of the ASAI library. With this updated ASAI library, customers can now enhance INTUITY CONVERSANT applications with integration to advanced call routing capabilities, such as call vectoring and expert agent.
- In addition, this V6.0 release enables access to the Script Builder-based ASAI calls (available previously), as well as the complete ASAI library. This library provides access to additional ASAI message sets and enables advanced ASAI capabilities to be developed through custom applications development (using external actions and advanced developer expertise).
- ◆ **ASAI over Ethernet:** INTUITY CONVERSANT V6.0 also provides an ASAI over Ethernet connection between the DEFINITY ECS and the INTUITY CONVERSANT System. This gives customers the benefits of streamlined hardware connections through one LAN interface.
- ◆ **Intelligent Agent Routing:** for more specialized call routing based on the identity of the caller (obtained via ANI, DNIS, or prompted digits).
- ◆ **Estimated Wait Time (EWT):** to enable dynamic wait times and provide a variety of queue enhancements, such as announcements and automated callback messaging, that make wait time more productive. (EWT is passed from the DEFINITY ECS via ASAI.)
- ◆ **Expert Agent Selection (EAS):** now INTUITY CONVERSANT ASAI is compatible with EAS-controlled agent splits/skills on the DEFINITY ECS. With INTUITY CONVERSANT V6.0, channels can operate as either agent extensions within an Automatic Call Distribution (ACD) split or as "logical agents" with IDs and passwords. This release also enables applications to monitor Vector Directory Numbers (VDNs) on the DEFINITY ECS.



ASAI for Advanced Capabilities

ASAI enables the development of advanced intelligent call routing and screen pop applications. ASAI also provides dynamic port allocation and script triggering that can maximize system resources. Plus, this interface supports advanced DEFINITY ECS R5 call center software features, such as call vectoring and EAS for routing by agent splits/skills.

New!

The Customer Assist Care Center for Enhanced Queue and Resource Management

Note: For application availability, see table under *Application Availability* in the *Introduction* section.

The Customer Assist Care Center, the first application to be offered under the Customer Assist Suite of Solutions, provides a quick, cost-effective solution for enhancing a call center's customer service levels. This solution offers:

- ◆ improved queue management with customized call routing
- ◆ announcement management
- ◆ self-service options to help customers help themselves to a variety of automated services, which reduces demands on call center personnel
- ◆ easy administration from the INTUITY CONVERSANT terminal
- ◆ multilingual and advanced speech recognition capabilities to support your call center customers within and outside the U.S. (supports all enhanced basic speech languages *except* Cantonese, Mandarin, and Hindi)

The Customer Assist Care Center solution comes complete with the capabilities listed below and described in the following paragraphs:

- ◆ Queue Management with Custom Call Routing
- ◆ Announcement Management
- ◆ Message In Queue
- ◆ Bulletin Board
- ◆ Automated Information Collection

Note: Customer Assist Care Center improves on the call center packages that were available with the previous INTUITY CONVERSANT releases V4.0i and V5.0.

Queue Management with Custom Call Routing

How call centers handle calls in queue is an important element in the customer service equation. With custom call routing, call centers can more effectively manage their queues by routing callers to the right place the first time. This capability:

- ◆ **aids queue management:** callers are routed automatically to the appropriate agents, which can help reduce time spent in queue

- ◆ **enables personalized service:** call routing can be based on various caller information (DNIS), such as phone (ANI) or account number, or the type of services needed, such as help desk or account inquiries, and more
- ◆ **reduces call processing time:** automated call routing reduces the time and frustration associated with agent-to-agent call transferring

Announcement Management

Announcements enable callers to take a more productive approach to time spent in queue. Rather than passively waiting for the next agent, callers can elect to listen to a variety of announcements, including:

- ◆ **standard announcements:** callers can find out more about the products and services that interest them—a valuable marketing opportunity for call centers
- ◆ **delay announcements:** provides estimated wait times (EWT) in the queue so callers can make informed decisions as to how long they will wait
- ◆ **dynamic announcements:** uses caller ID information to select messages tailored to particular customer interests and buying patterns

Message In Queue

Message In Queue gives callers the convenience of leaving a message rather than waiting for an agent. This application offers these features:

- ◆ **immediate call back:** where the callback message actually waits in the queue so the caller doesn't have to. When an agent becomes available, the call back message is delivered to the agent and the customer's phone number can be dialed automatically.
- ◆ **scheduled call back:** where caller messages are stored in a mailbox and delivered to agents, based on a predetermined time schedule or call volume activity.
- ◆ **when queue subsides:** during slack time, callback messaging launches callbacks to available agents. If callbacks are not returned within a specified interval, messages are transferred automatically to a "priority" mailbox for special treatment. (For example, if a callback message is not returned within two hours, it is immediately put back into the queue.)

These Message In Queue capabilities:

- ◆ give callers a self-service alternative to waiting in queue and enable them to request a call back at their convenience
- ◆ provide call centers with an efficient tool for reducing call holding times and the associated network costs
- ◆ improve agent productivity through more balanced inbound/outbound calling volumes

Bulletin Board

Callers can help themselves to bulletin boards that contain categories or menus of various prerecorded informative messages. Bulletin boards also give callers self-service access to lists of documents, service-related information, and much more. Plus, callers have the option to request delivery of this information by various means, including phone, mail, and fax.

Automated Information Collection

This is a self-service option that is provided as part of the Customer Assist Care Center software. This option assists callers with auto attendant-like menus for gathering various types of information. From simple account information to survey questions, automated information collection provides:

- ◆ callers with the self-service convenience of 24x7 accessibility
- ◆ call centers with a cost-effective automated alternative for obtaining vital information from customers
- ◆ agents with an easy-to-use transcription tool for enhanced productivity

New!

The Agent Assist Suite of Solutions for Personnel Productivity

Note: For application availability, see table under *Application Availability* in the *Introduction* section.

The Agent Assist Suite of Solutions provides call center personnel with tools to enhance productivity, making them more effective on the job. These various tools (applications):

- ◆ are easy to use and provide a Windows-based graphical interface to call center PC-workstations, giving agents and their supervisors flexible capabilities with “point-and-click” convenience
- ◆ provide multilingual and advanced speech recognition capabilities to support your call center customers within and outside the U.S. (supports all languages *except* Enhanced Basic Speech in Cantonese, Mandarin, and Hindi)
- ◆ offer your call center customers the flexibility of purchasing the entire Agent Assist solution suite or selecting only the applications they need

The Agent Assist Suite of Solutions features seven applications listed below and described in the following paragraphs:

- ◆ Automated Service Observation
- ◆ Agent-Initiated Call Trace
- ◆ Spontaneous Agent Recording
- ◆ Customer Experience Observation (CEO)
- ◆ Customer Satisfaction Survey
- ◆ Conference Bridge
- ◆ Graphical System Monitor

Automated Service Observation

Agents are a call center's lifeline to customers, and monitoring agent performance is critical to the continued health of a call center. This application frees call center supervisors from the need to physically monitor an agent's entire conversation in real-time. This versatile alternative to "live" observation:

- ◆ enables observation scheduling (via the Windows-based interface) by agent, length of time, and time of day/day of week for recording.
- ◆ automatically records and stores agent calls in an observation mailbox that may be played back via a multimedia PC.
- ◆ allows supervisors, at their convenience, to review agent performance, add feedback, and share the results with agents. Recorded service observations also can be appended to E-mail and sent to agents with comments.

Agent-Initiated Call Trace

Call centers get their share of malicious or emergency calls. This application enables agents to take action with:

- ◆ convenient call recording capabilities: agents simply click on the "hot spot" on their PC to trigger the INTUITY CONVERSANT System to start recording the particular conversation from start to finish
- ◆ the ability to take notes with an on-screen PC-based notepad
- ◆ a separate mailbox containing the voice recording, notes, and calling party ID for future access and potential legal action

Spontaneous Agent Recording

Similar to Agent-Initiated Call Trace, this application provides call recording with the "click of a mouse." However, Spontaneous Agent Recording allows agents to control how much of the call is recorded. This is particularly useful in the financial community where customers' verbal authorizations must be saved. With Spontaneous Agent Recording, agents can:

- ◆ use the on-screen notepad to record details about a particular recording
- ◆ with the "click of a mouse," turn call recording on and off to record the caller's verbal authorization or instructions

Customer Experience Observation (CEO)

This application can help your call center customers observe the usability of their INTUITY CONVERSANT applications, as well as a caller's entire call center experience. From start to finish, CEO records complete caller interaction with your customer's call center. Your customers can analyze these recordings to assess the effectiveness of their applications and make improvements in human factors design. The CEO application:

- ◆ captures agent conversations and all caller interactions with the INTUITY CONVERSANT applications, including the prompts selected, scripts followed, announcements played, and interactions with live agents
- ◆ allows administrators to schedule recording during particular times of the day and designate the size of the sample taken (based on the number of records)

Customer Satisfaction Survey

Conducting surveys to collect customer feedback is one of the most effective ways to measure call center performance. But in the fast-paced world of call centers, who has the time to do surveys? This application provides the answer by:

- ◆ triggering an automated customer satisfaction survey when a call is completed
- ◆ enabling administrators to create and analyze surveys using their PC and a Windows-based graphical user interface (GUI) or using touch-tone controls from their telephone
- ◆ offering a variety of survey templates to simplify development time



Wiretap Laws

Applications that involve monitoring or recording of telephone calls are subject to wiretap laws. These laws often require use of an announcement informing the caller that their telephone call is being monitored or recorded. Make sure your customers are aware that *they* are responsible for checking the state and federal laws that apply to their monitoring and recording of telephone calls.

Conference Bridge

This application brings the convenience of conference bridging to the call center. Conferencing spans the communications gap by providing a tool for weekly staff meetings, collaborative brainstorming sessions, and more. This is the tool for bringing call center agents together, whether they are off-site or on the premises. Call centers can use this application to:

- ◆ link up to eight callers per conference (all callers must be on the same INTUITY CONVERSANT System)
- ◆ initiate an unlimited number of 8-party conferences, based on port availability

Graphical System Monitor (available in the U.S. only)

Gone are the days of using a dedicated INTUITY CONVERSANT terminal. Now, administrators can monitor vital INTUITY CONVERSANT System functions alongside their other call center tasks directly from their desktop PC. This application:

- ◆ offers the convenience of flexible PC-based access
- ◆ improves monitoring capabilities with Windows-based graphical displays
- ◆ simplifies monitoring of call center operations, including agent productivity and customer service levels
- ◆ expands opportunities to use monitoring and performance data in spreadsheets, reports, and other applications

New!

The Enterprise Assist Suite of Solutions

The Enterprise Assist Suite of Solutions offers a collection of different applications that use the INTUITY CONVERSANT System to automate and improve business services. Some of these applications are new, while others have been carried forward and/or modified from previous releases. These applications are listed below and described in the following paragraphs (see Note):

- ◆ Business Reach (new)
- ◆ Remote Administration Package (new)
- ◆ Locator (new)
- ◆ Directory Assistant Release 2.2 (enhanced)
- ◆ Automated FAXBACK (enhanced)
- ◆ Silent Sentry (unchanged from previous release)

Note: This section only includes descriptions for new/updated applications. Additional descriptions for applications, including the unchanged Silent Sentry, are included under *Application Software* in *Appendix B: Technical Specs* later in this Guide.

Business Reach™

Note: For application availability, see table under *Application Availability* in the *Introduction* section.

The Business Reach application expands the reach of businesses by providing new ways to automate and improve customer service levels. This application provides time-saving, cost-effective templates to automate the functions that businesses need most. Business Reach includes templates for:

- ◆ **Auto Attendant:** automates call handling and eliminates the need for a “live” attendant to monitor incoming calls. This template improves the lines of communications by streamlining the process of connecting callers with personnel within a business.
- ◆ **Bulletin Board:** enables businesses to automate and simplify the process of providing customers with routine information. This template provides a basic bulletin board with various menu levels for providing audiotext information.

- ◆ **DNIS routing:** uses a caller's Dialed Number Identification Service (DNIS) information from the DEFINITY ECS to transfer calls or trigger specific applications. This template enables businesses to offer more personalized service based on a customer's DNIS.
- ◆ **Form Filler:** automates and enables forms to be completed over the phone. This template prompts and collects information from callers in the format needed to complete a particular form, such as a change of address form.
- ◆ **Dynamic Port Allocation:** enables more efficient use of port resources through dynamic allocation. Using various caller information from the DEFINITY ECS, this template can trigger applications to run on any available port.
- ◆ **Survey Builder:** from customer satisfaction surveys to employee feedback, this template provides the basic format for a survey application.



Templates versus Applications—What's the Difference?

Our packaged applications are designed to plug-in and run (with a few setup modifications by the system administrator). Templates, on the other hand, provide the basic format or design for an application and offer the flexibility to make modifications, where needed. With Business Reach, customers can tweak the templates and fine-tune elements of an application to meet their particular needs.

Remote Administration Package (available in the U.S. only)

Note: For application availability, see table under *Application Availability* in the *Introduction* section.

Remote Administration Package consists of three application solutions that give businesses the flexibility to access multiple INTUITY CONVERSANT Systems from a remote location for convenient system monitoring, administration, and report generation over a LAN/WAN network. Together, these applications provide a complete package that can improve the operational efficiency of any business. Customers can also purchase each application separately to meet their particular needs. These applications are described below.

- ◆ **Graphical System Monitor:** gives businesses “status-at-a-glance” with visual displays of critical system performance indicators, such as host and channel status; space available for disk, database, and voice processing; the number of system messages reported; etc. This application:
 - offers the convenience of flexible PC-based access with easy-to-use graphical displays
 - improves monitoring capabilities by enabling businesses to monitor multiple systems worldwide (either locally or remotely) from a single desktop PC application
 - helps businesses better manage operations for more effective use of both system resources and administrative personnel

- ◆ **Graphical Board Manager:** benefits businesses with the capability to administer INTUITY CONVERSANT Systems from any remote location. Specifically, this application:
 - enables convenient anytime, anywhere administration from an easy-to-use Windows LAN-based desktop PC.
 - improves productivity by eliminating the need for a dedicated INTUITY CONVERSANT terminal and allowing simultaneous PC-based access by multiple administrators.
 - performs real-time board-related changes for immediate system control
 - provides a secure environment with the flexibility to limit monitoring and administrative access to specific functions per user, i.e., some users might have monitor-only permissions while others would have administrative-only access.
 - lets businesses set up workgroups for specialized administration and monitoring. This provides the flexibility to align workgroups with particular business operations.
- ◆ **Graphical Report Manager:** gives businesses remote PC-based access to standard INTUITY CONVERSANT reports, as well as custom reporting capabilities. This application:
 - provides the convenience of PC-based access to real-time report data anytime, from any remote location.
 - enables businesses to gain a better operational perspective through reports that contain consolidated information from numerous INTUITY CONVERSANT systems on the same LAN. This application can produce reports by department or company-wide.
 - simplifies custom reporting with Windows-based “point-and-click” controls for easy database queries. This capability eliminates the need for users to know the SQL database language/structure to generate custom reports.
 - encourages collaboration with other non-INTUITY CONVERSANT systems by enabling personnel to run reports for *any* SQL database, including ORACLE, INFORMIX*, Sybase*, and DB2.
 - easily accommodates a business’ existing environment with the ability to export to a wide range of spread sheet applications, such as ASCII, Lotus, Excel, etc.

Locator (available in the U.S. only)

Note: This PEC-coded application is sold and supported by Interactive Northwest, Inc. (INI). See *Appendix C: Support Information* for contact numbers. For application availability, see table under *Application Availability* in the *Introduction* section.

Locators are useful to any business that routinely provides callers with information on its locations as well as other information. For example, a large retailer with numerous locations could use this application to direct a caller to the store that is nearest to the caller. This Locator application enables callers to enter either a zip code or area code (using touch-tones) and hear information on up to three matching locations. Specifically, this Locator application provides the following capabilities:

- ◆ **locate by zip code:** callers can enter their zip code and locate a company's nearest location, branch office, retail outlet, etc. The zip code data base comes preloaded with zip codes for the contiguous U.S., Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands.
- ◆ **locate by area code:** callers can specify their area code to find the company location nearest them. The area code database comes preloaded with area code/prefixes covering the contiguous U.S., Alaska, and Canada.
- ◆ **repeat menu:** callers will hear up to three locations per zip code or area code selection. If they wish to hear more, they have the option to return to the beginning of the Locator and specify another zip code or area code selection.
- ◆ **easy administration:** the customer records the location phrases used in the database via a touch-tone phone. A utility also is provided that enables bulk database updates, including additions and deletions by organization (see Note).

Note: Periodic updates are required for information in the area code/prefix database. These updates are available from INI.

- ◆ **reporting:** provides details on how the Locator application is being used, including which locations have been provided, the zip codes/area codes requested, the number of dealer hits, and the various caller locations.

Here are some of the ways this Locator application can benefit your customers:

- ◆ **improve employee efficiency:** by off-loading routine and repetitive calls for location information, personnel are freed to provide more personalized customer service.
- ◆ **enhance caller service:** service is automated for quick response and anytime availability from the convenience of a touch-tone phone.
- ◆ **increase revenues:** improved locator services can bring in more business, turning callers into customers. Another plus, the reports provide key information that can be used to improve locator services. This information can also be shared with downstream systems to assess marketing campaigns, gauge customer interest in particular locations, etc.

Callers can request multiple fax documents using touch-tones or through optional Whole Word speech recognition capabilities. This application gives businesses the flexibility of storing up to 999 fax documents. To make documents available, the administrator simply faxes a copy into the INTUITY CONVERSANT V6.0. This Automated FAXBACK application:

- ◆ improves customer service with simple call-in/faxback access to key business documents at anytime, from anywhere
- ◆ gives businesses a quick, cost-effective way to deliver information to customers
- ◆ improves operational efficiency through automation, freeing staff to concentrate on more personalized customer service



Automated Faxback—A Call Center Asset

According to a Gallup survey of 400 large companies, fax growth is surging, with a 40 percent increase in growth over the past two years. In the U.S., one in every four calls carries a fax transmission rather than voice. And for call centers, a full 36 percent of total telephone spending is fax-related. Our Automated Faxback application can help *your* call center customers provide fast, economical faxback capabilities to cater to this growing group of callers. And for customers interested in adding fax response to their existing INTUITY CONVERSANT applications, refer to the Script Builder FAX Actions R3.5 description later in this section.

New!

VISA Bill Payment ADMS Interface

Note: Initially, this offer will be supported on INTUITY CONVERSANT V5.0 in the U.S. only. Future plans include a global offer and compatibility with INTUITY CONVERSANT V6.0.

This new interface enables banks to link their INTUITY CONVERSANT System with the VISA Interactive electronic bill payment network. This interface allows banks to provide their customers with a service to pay their bills over the phone. Banks get instantaneous credit (for increased revenues) and customers get a convenient, efficient way to make payments. This offer includes two components:

- ◆ INTUITY CONVERSANT Bill Payment/Anytime Teller custom application (from Lucent Technologies' SDO): gives customers a variety of self-service banking capabilities, such as account balance inquiries and fund transfers
- ◆ ADMS Interface software: that runs on a bank's existing INTUITY CONVERSANT System and enables use of the VISA bill payment network for electronic bill payment

How does it work? Lucent Technologies worked closely with VISA Interactive to develop the VISA Access Device Messaging Standard (ADMS), an interface module that resides on the INTUITY CONVERSANT, enabling it to connect to VISA's payment network. INTUITY CONVERSANT applications, such as the customized Bill Payment/Anytime Teller, can be used to interact with customers, collect bill payment information, and pass it through the ADMS interface to the VISA network for actual payment processing.

Here are some of the features and benefits of this new application:

- ◆ leverages your customer's existing VISA infrastructure, platforms, and operating regulations for a cost-effective solution that provides investment protection
- ◆ combines the reliability of an automated system, based on VISA's accepted standards, with the convenience of call-in access from any touch-tone phone (via INTUITY CONVERSANT)
- ◆ offers the speed of same-day bill payment capability with the worldwide advantages of VISA's global network

What does this offer mean to you? First, it gives you tremendous opportunities for positioning INTUITY CONVERSANT with new customers in the banking industry. But it also provides potential for any of your current INTUITY CONVERSANT customers that are VISA member banks. You can talk to these customers and find out if they are looking for ways to streamline their bill payment procedures. If they are interested, here's what you do:

- ◆ contact the VISA AE and plan strategies for a joint sales call to your customer
- ◆ during the sales call, the VISA AE will be positioning their Bill Payment services, while you need to focus on the advantages of using the INTUITY CONVERSANT System as *the* platform for those services
- ◆ because this is a custom, not a packaged application, you will need to get Lucent Technologies' SDO personnel involved to help deliver the best solution for your customer



IMPORTANT! VISA Also Teams with Our Competitors!

VISA has signed up with other companies offering Voice Response Units (VRUs) that compete with our INTUITY CONVERSANT System. These competitors include: InterVoice, Syntellect, and Periphonics. It is critical that during the sales process you maintain a close relationship with your customer and continued interaction with the VISA AE in order to maximize your chances to close the sale with an INTUITY CONVERSANT System. For more information on these competitors, see the *Competitors* section in this *Sales Guide*.

Improved!

A New Approach to Applications

We offer numerous opportunities for applications selling with PEC-coded "packaged" applications from Lucent Technologies and customized applications from Lucent Technologies' Solutions Delivery Organization (SDO) or one of our many Independent Software Vendors (ISVs). In fact, applications are one of the key features that attract customers to INTUITY CONVERSANT. While packaged applications are easy to sell, many of you have been caught up in the time-consuming process of selling custom applications, which requires finding the right SDO or ISV solution for your customer. With INTUITY CONVERSANT V6.0, we're making it easier for you. Now, you can focus on quick sales of our packaged applications and let the SDO and the ISVs concentrate on selling the more time-intensive custom applications. Here's how it works:

- ◆ come to Lucent Technologies for packaged (PEC-coded) applications, including our new suites of solutions, such as Enterprise Assist.

- ◆ contact SDO or one of the ISVs for *all* other applications, including many of the customized applications featured in the BusinessWorks Applications Catalog (see TIP). SDO or the ISV will then work directly with your customer to develop a custom application to meet their particular needs (see Note).

Note: In this case, your customer would enter into a separate contract with the ISV. Options are also available for customers who require a single vendor solution (for more information, contact your MMR Channel Support Manager).

It's that simple! And to support this new approach to applications selling, we're introducing new suites of solutions that meet the specific needs of customers in key areas, such as call centers. Our current suites include:

- ◆ **Customer Assist:** for a variety of applications that enhance customer service and provide queue and resource management in the call center
- ◆ **Agent Assist:** for applications that improve agent and supervisor productivity and automate various tasks to assist call center agents
- ◆ **Enterprise Assist:** gives businesses a boost with templates and applications that provide key services, such as faxback and call routing



A New Approach and More Packaged Applications than Ever Before!

With INTUITY CONVERSANT V6.0, we are offering more new packaged applications than ever as part of our new approach to applications selling. For details on the INTUITY CONVERSANT applications that have been available with previous releases, such as Silent Sentry (included in the new Enterprise Assist Suite of solutions), look under the *System Description* section in *Appendix B: Technical Specs* of this *Sales Guide*. And for more details on our new approach to applications selling, refer to the *Assist Suites of Solutions Marketing Announcement*, BCS-96-03-162 on IntraWorks.

Conferencing & Collaboration

New!

The Enterprise Assist Suite of Solutions

The Enterprise Assist Suite of Solutions offers a collection of different applications that use the INTUITY CONVERSANT System to automate and improve business services. One of the applications, Business Reach, provides various templates that can be positioned within Conferencing & Collaboration as follows:

- ◆ **Bulletin Boards:** can be used to share information among associates within a business and disseminate information to customers everywhere. Businesses can enhance collaborative efforts by using internal bulletin boards to keep employees abreast of important developments, to provide information to all department members, or to serve as a communications forum for new product ideas. The list is endless.
- ◆ **Surveys and Form Fillers:** enable employees and customers to share ideas with key business personnel. For example, a department head could set up an employee satisfaction survey that enables personnel to voice opinions and "collaborate" on certain corporate decisions. Businesses can also use surveys and forms to solicit ideas from customers.

Note: Make sure your customers are aware that *they* are responsible for checking the state and federal laws that apply to their monitoring and recording of telephone calls.

Mobility & Distributed Work Force

Improved!

INTUITY CONVERSANT Applications

Everyone is on the move—from customers with cellular phones to employees working remotely. To keep pace, businesses need to offer services that can be accessed at any time, from anywhere. INTUITY CONVERSANT provides a variety of applications and capabilities that can help businesses better serve their mobile customers and distributed employee work force. These include:

- ◆ fax capabilities that let employees obtain faxed copies of sales brochures while working from home or enable customers to request faxed confirmations of account activities
- ◆ locator services, such as the Locator application in the Enterprise Assist Suite of Solutions, that can help customers and employees “on the go” to locate a particular business office
- ◆ touch-tone, speech recognition, and the new dial pulse recognition capabilities that enable employees and customers to call in from any location and take advantage of the complete range of INTUITY CONVERSANT applications



Locators

In the transportation industry, locators can play a big role in helping businesses manage their very mobile, very distributed work force. One company uses locators to provide repair services information for truckers on the go. If one of their trucks breaks down on the road, the employee can simply call in (at any time) and reach a locator application that uses the zip code to locate the nearest company-approved repair service.

Messaging & Response

New!

Higher Capacity and Feature Flexibility with the SSP

The Speech and Signal Processor (SSP) is the next generation of signal processor boards that provide greater capacity and flexibility in implementing speech technologies. Specific benefits include:

- ◆ **expanded capacity:** on a single SSP board we've increased capacity for up to 60 channels of Text-to-Speech, 15 channels of Whole Word speech recognition (10 with barge-in), and 15 channels of FlexWord advanced speech recognition (see Note).

Note: These capacities are based on using the SSP board with a single speech technology. Capacities will vary when multiple technologies are used.

- ◆ **greater flexibility:** supports multiple speech technologies running simultaneously on a single SSP board. Customers can mix and match advanced speech recognition (FlexWord and Whole Word), Text-to-Speech, dial pulse recognition, and Call Classification Analysis (CCA) on a single SSP board (see Note).

Note: Channel capacities are determined by the configurator based on the number of technologies being mixed on the board.

- ◆ **new Dial Pulse Recognition (DPR) capability:** the SSP now supports dial pulse recognition, which expands the access to applications and additional customers. (See the following description under *Dial Pulse Recognition*.)
- ◆ **priced right:** now customers can purchase the capacity they need on a per-channel basis. Plus, they can use a single SSP board to accommodate multiple speech technologies. This offers pricing flexibility and better utilization of resources.

Note: An SSP board is required for voice coding and playback with the E1/T1 digital card. The NGTR and IVC6 analog cards have the capability to perform their own voice coding and playback, so an SSP board is not necessary until advanced speech technologies are added.



How does the SSP differ from the SP boards used in previous releases?

In previous INTUITY CONVERSANT System releases, customers needed an SP and Companion board set, which could support only one speech technology. Plus, these board sets offered less capacity and were not priced on a per-channel basis. For example, one SP and two Companion boards were required for every eight channels of FlexWord advanced speech recognition. With INTUITY CONVERSANT System V6.0, a *single* SSP board can handle up to 15 channels of FlexWord or a mix of multiple speech technologies, such as FlexWord, Whole Word, Text-to-Speech, Dial Pulse Recognition, etc.

New!

Dial Pulse Recognition

Before this release, unless an application used speech recognition, callers with rotary or pulse phones had to bypass the application and wait for a live agent to help them. It doesn't sound like a big deal? Just consider that in many countries outside the U.S. and even in regions within the U.S., rotary and dial pulse phones still dominate and touch-tone claims a very small portion of the market. In these areas, businesses are facing higher expenses because live agents must handle every customer transaction.

Now with Dial Pulse Recognition (DPR), customers calling from rotary or push button phones that generate dial pulses can take full advantage of INTUITY CONVERSANT applications. What are the benefits?

- ◆ improved customer service: all callers can access and use INTUITY CONVERSANT applications
- ◆ potential for increased revenues through expanded market base
- ◆ lowered expenses through automation of caller services and caller self-service options

Note: DPR is generally available in the U.S. and Brazil. If your customer needs DPR within another country, contact your MM&R Global Channel Support Team member for availability information.

New!

Right-To-Use (RTU): Priced Right!

Speech technologies are our biggest competitive advantage. Now, customers can purchase an RTU or license for the specific number of speech technology channels they need. This pricing strategy makes it more attractive for customers to include all of our advanced speech technologies in their business applications. From our versatile Text-to-Speech and Dial Pulse Recognition to the natural spoken interface of our Whole Word and FlexWord advanced speech recognition, RTU makes it easy to:

- ◆ **start slow and grow:** flexible entry level pricing encourages more customers to try advanced speech technologies and add channels as needed.
- ◆ **spend less:** customers can purchase software on a channel-by-channel basis rather than on a per-system basis.



Aftermarket, not Afterthought!

With flexible RTU, customers can license additional channels and expand their speech technologies as their business needs grow. This gives *you* the potential for increased aftermarket sales. Now, aftermarket can be a vital part of your ongoing customer relationships.

Improved!

One Solution Meets Multilingual Needs

Let your multinational customers know that INTUITY CONVERSANT System V6.0 offers one consistent solution for complete multilingual support. This allows them to conduct business in the native language, where they do business. As shown in the following table, we offer more languages than ever before.

Note: Speech recognition in each language is certified and tested for use only in the native country (that is, the country in which that language is considered the "native" language). In most countries, a single language is considered "native," with the exception of some countries where multiple languages are considered native. See the following table for specifics.

Region	Languages					Telephony	
	Country	Enhanced Basic Speech ⁽¹⁾	Whole Word	FlexWord	DPR ⁽²⁾	Analog	Digital
Europe	Belgium	Dutch, French, U.S. English	Dutch ⁽³⁾ , French, U.S. English	None	None	NGTR	E1
	France	European French	European French ⁽³⁾	European French ⁽³⁾	None	NGTR	E1
	Germany	German	German	German	None	NGTR	E1
	Luxembourg	French, U.S. English	French, U.S. English	None	None	NGTR	E1
	Netherlands	Dutch, U.S. English	Dutch, U.S. English	None	None	NGTR	E1
	Spain	Castilian Spanish	Castilian Spanish	Spanish	None	NGTR	E1
	United Kingdom	U.K. English	U.K. English	U.S. English	None	NGTR	E1
Asia Pacific/ Australia	Australia	Australian English	Australian English	None	None	IVP6	E1
	New Zealand	Australian English	Australian English	None	None	NGTR	E1
	Japan	Japanese	Japanese	Japanese ⁽³⁾	None	NGTR	T1
	Thailand	None	None	None	None	IVC6	E1

Region	Languages					Telephony	
	Country	Enhanced Basic Speech ⁽¹⁾	Whole Word	FlexWord	DPR ⁽²⁾	Analog	Digital
Caribbean/ Latin America	Argentina	Latin-American Spanish	Latin-American Spanish	Spanish	None	IVC6	E1
	Brazil	Brazilian Portuguese	Brazilian Portuguese ⁽³⁾	None	Yes	IVC6	E1
	Colombia	Latin-American Spanish	Latin-American Spanish	Spanish	None	IVC6	E1
North America	United States	U.S. English, Latin-American Spanish	U.S. English, Latin-American Spanish	U.S. English, Spanish	Yes	IVC6	T1
	Canada	Canadian French, U.S. English	Canadian French, U.S. English	U.S. English	None	IVC6	T1
	Mexico	Latin-American Spanish	Latin-American Spanish	Spanish	None	IVC6	E1

Notes:

- (1) All enhanced basic speech packages are available in a female voice. U.S. English is also available in a male voice. Any enhanced basic speech language can be used in any country.
- (2) Note: DPR is generally available in the U.S. and Brazil. In all other countries, contact your MM&R Global Channel Support Team to discuss feature availability.
- (3) All languages that are new with V6.0 require use of an SSP.



Is there a limit to the number of languages that can be used for the various speech technologies?

Enhanced Basic Speech has no limits on the number of languages per system. Currently with **Whole Word**, two languages may be used per system. **FlexWord** is limited to a single language per system. **TTS** is only available in U.S. English. All languages are certified and tested for use only in the native country.



What if my customer needs an automated attendant or another application with multilingual capabilities?

Applications can be designed with a "front-end" interface that asks callers to indicate their preferred language. This information can then trigger a separate application in the appropriate language. (Applications can be provided in multiple languages with the appropriate application executed by the "front end.")



Script Builder Enhancements for Global Support

Script Builder features the best capabilities from V5.0 and the flexibility of multilanguage support from V4.0i, combined together on a single platform (V6.0). This versatile development tool enables your customers to create their own custom INTUITY CONVERSANT applications with:

- ◆ multilingual speech in both enhanced basic speech and speech recognition in: Japanese, Dutch, German, Latin-American Spanish, Castilian Spanish, U.K. English, Australian English, Brazilian Portuguese, French, and Canadian French. Cantonese, Mandarin, and Hindi are available in enhanced basic speech only.
- ◆ the appropriate syntax for particular countries; for example, dates (year/month/day versus month/day/year); monetary terms and symbols; 24-hour time; and more.

Improved!

Script Builder FAX Actions Release 3.5 Enhancements

The FAX Actions feature is used in conjunction with Script Builder to add a complete range of fax capabilities to INTUITY CONVERSANT applications, such as:

- ◆ enhanced customer service by transmitting static and dynamically created text faxes or stored graphic images
- ◆ savings on toll costs with timed fax delivery when rates are lower
- ◆ ensured delivery with automatic retry when a fax machine is busy

Now, with Release 3.5, FAX Actions provides:

- ◆ improved caller services by enabling faxes to be transmitted to and received from callers who are currently on the line and calling from a fax machine
- ◆ enhanced fax receipt with the ability for applications to detect a fax signal and automatically transfer the incoming fax to the appropriate fax machine, device, or application for fax reception
- ◆ faster development times with the FAX Zapper, a demo application that customers can modify and use like a template to develop their own fax back/fax-on-demand application



FAX Actions is included!

As Fax Attendant is no longer supported in INTUITY CONVERSANT V6.0, customers with Fax Attendant will automatically receive FAX Actions R3.5 as part of their V6.0 system upgrade. Be aware however, that these customers may lose some fax messaging capabilities when moving from Fax Attendant to FAX Actions R3.5. While some of these features previously available on Fax Attendant, such as Message Waiting Lamp indication or fax outcalling notification, can be provided through custom programming, other fax messaging features may come standard with FAX Actions R3.5.

Improved!

INTUITY CONVERSANT Graphical Designer Release 1.6 Enhancements

The INTUITY CONVERSANT Graphical Designer R1.6 enables developers to create and test INTUITY CONVERSANT applications using a PC-based graphical user interface. The latest release (R1.6) of this versatile application design tool offers the following enhancements:

- ◆ ability to add multilingual speech (both enhanced basic speech and speech recognition) to application scripts; in addition to U.S. English, we are expanding our global appeal with the following languages: Japanese, Dutch, German, Latin-American Spanish, Castilian Spanish, U.K. English, Australian English, Brazilian Portuguese, French, Canadian French, Cantonese, Mandarin, and Hindi (see Note)

Note: Only one language can be used per application. While multilingual capabilities exist, the Graphical Designer screen interface will continue to be available in U.S. English only. In addition, Cantonese, Mandarin, and Hindi are available in enhanced basic speech only.

- ◆ upgraded for use in both Microsoft's Windows 3.1.1 or Windows '95* environment
- ◆ increased memory file size for application files
- ◆ a Table of Contents file that provides a brief description for each file contained in an application
- ◆ an events editor that notifies the user when event strings exceed 40 bytes
- ◆ improved call flow simulation capabilities:
 - Stop, Pause, and Go capabilities for better simulation control
 - displays the percentage of nodes that have been simulated
 - marks objects as they are executed in the call flow

New!

Call Flow Design Tool

Now customers can try their hand at call flow design to determine if they want to develop their own custom applications. The Call Flow Design Tool, a module of the INTUITY CONVERSANT Graphical Designer R1.6, provides a Windows-based GUI tool with the same "look-and-feel" as the Graphical Designer. The main difference between the two is that this module is for design purposes only. The Graphical Designer gives customers additional software to generate application code and install/run applications on the INTUITY CONVERSANT. With this new Call Flow Design Tool module, customers can:

- ◆ design call flows
- ◆ simulate and test call flows
- ◆ support multiple developers working simultaneously to generate call flow designs

New!

Context Switch

This new feature provides the capability to collect and pass information and data from one application to another, execute that new application or script, and return to the original script upon completion. This feature:

- ◆ offers time-savings and the ability to create more powerful applications.
- ◆ allows INTUITY CONVERSANT application developers more flexibility when transitioning callers from one application to another. This utility allows a buffer of data to be passed between applications. For example, this buffer can be used to inform the receiving application that the caller is already "logged-in" or has selected a particular language for prompting.

Improved!

Platform Enhancements for Robust Processing

The INTUITY CONVERSANT System V6.0 offers customers a more robust and forward-looking MAP platform with enhanced performance and more flexibility. This includes:

- ◆ Pentium processor for increased capacity (random access memory or RAM) needed for system growth, and an on-board SCSI (see ABC box that follows).
- ◆ support for the strong industry trend toward Peripheral Component Interconnect (PCI) bus and backplane, with three PCI slots on the MAP 100 and MAP 100C only. These PCI slots will be used in the future to accommodate system components, such as video controllers and high speed Local Area Networks or LANs.

Note: MAP 100 and MAP 100C have 18 ISA slots available for customer use. The MAP 40 contains 8 ISA slots for customer use.

- ◆ support for ORACLE V7 SQL Net 2.0, which enables INTUITY CONVERSANT V6.0 to interface with remote ORACLE databases that may be of different versions.

ABC

SCSI or Small Computer System Interface

SCSI (pronounced “scuzzy”) devices include external hard drives, CD-ROM drives, and multi-megabit tape drives. These devices can be attached to the INTUITY CONVERSANT System V6.0 platform externally, without impacting system performance levels. This open SCSI approach enables interoperability with hardware from a variety of vendors. SCSI is an industry standard that customers have come to expect.



PCI Bus and Backplane

No, this doesn't refer to some strange trip down technical lane. The PCI bus is the way the Pentium processor communicates with the on-board SCSI controller and other downstream SCSI devices. The PCI backplane refers to PCI slots that are provided on the MAP 100 and MAP 100C backplane (for new customers only). Getting on board with PCI bus and backplane keeps INTUITY CONVERSANT System V6.0 in the forefront of leading trends and shows our strong commitment to this platform.

Improved!

Upgrades for Ultimate Flexibility

We provide versatile upgrade options to help your customers move easily from their current environments to the INTUITY CONVERSANT System V6.0. Here are some details:

- ◆ **upgrade flexibility:** customers with INTUITY CONVERSANT System V5.0 can save time and money by opting for a software-only upgrade (see Note)

Note: Customers with earlier releases (INTUITY CONVERSANT Systems V3.1.1, V4.0, and V4.0i) require a complete software installation for V6.0, rather than an upgrade. In addition, an Intel 486 processor with SCSI is the minimum hardware requirement for upgrades to V6.0.

- ◆ **hardware upgrade provides platform flexibility:** customers have the option to retain most of their existing hardware or upgrade for enhanced digital connectivity (lineside E1/T1), SSP boards, and other features (see Note)

Note: When customers elect a software-only upgrade, INTUITY CONVERSANT System V6.0 features that are hardware- or platform-related will not be available, such as mixing technologies on an SSP, enhanced capacities for advanced technologies, dial pulse recognition, etc.



The Best of Both Releases—5.0 and 6.0

INTUITY CONVERSANT System V6.0 builds on all the dynamic changes that occurred in V5.0. If you have customers considering the move from V3.1.1, V4.0, or V4.0i, clue them in on these additional V5.0 enhancements (see Note):

- Token Ring interface to improve LAN connectivity
- INTUITY CONVERSANT Response Application Programming Interface (IRAPI) for developing applications in “C” or “C++”
- based on the UnixWare 1.1 multitasking operating system
- Veritas* (part of UnixWare) facilitates data availability, improves disk management and performance, and provides optional disk mirroring
- ORACLE database remote capabilities

Note: AUDIX Voice Power and Fax Attendant are available in V5.0, but will not be supported in V6.0. Script Builder FAX Actions R3.5 will provide fax response capabilities in V6.0.



Improvements in System Backup and Troubleshooting

INTUITY CONVERSANT System V6.0 helps keep customers satisfied with some significant improvements that make it easier to identify and resolve conditions *before* they become problems. These include:

- ◆ expanded diagnostic capabilities with voice port loop around and tip/ring per-channel diagnostics
- ◆ enhanced application tuning with speech data collection per channel for up to 30 telephony channels



Speech Data Collection

This enables the collection of a caller's speech recognition responses to a business' application (script). Your customers or Lucent Technologies Professional Services personnel can use this information to improve speech response accuracy by fine-tuning prompts in an application script to elicit the appropriate response from callers.

Note: Make sure your customers are aware that *they* are responsible for checking the state and federal laws that apply to their monitoring and recording of telephone calls.



Monitoring Worth Mentioning

We offer two packaged applications that perform monitoring. As part of our new Enterprise Assist Suite of Solutions, Silent Sentry is used to monitor strategic functions on one or more INTUITY CONVERSANT systems and notify personnel when problems arise. Also part of this new suite, we offer the Remote Administration Package with a Graphical System Monitoring application that's PC-based and networked via TCP/IP. This gives administrators and others the convenience of monitoring critical INTUITY CONVERSANT system functions right from their desktop PCs. The Graphical System Monitor also provides powerful networking capabilities to access multiple systems simultaneously.

Improved!

Redundant Power Supply Option

Based on customer feedback, we're changing the power supply and external Uninterruptable Power System (UPS) options on the MAP 100. To further enhance the reliability and high performance of their INTUITY CONVERSANT system platform, customers now have the option of adding the following:

- ◆ **Redundant Power Supply Option:** this is a second dual power supply that provides reliability through redundancy, the ability to load share between supplies, and hot swap if one of the power supplies requires replacement.
- ◆ **External Uninterruptable Power System (UPS) Option:** customers now have the option to add battery backup via an external UPS. The UPS that customers formerly paid for as part of the platform is no longer being shipped with the standard MAP 100 platform. Now, customers can decide whether or not they require UPS, paying for UPS only when they need it.

New!

Remote Alarming Function

This new function enables the INTUITY CONVERSANT to automatically trigger calls to the Technical Service Center (TSC) when certain system alarms are generated. This feature, similar to the alarming for the INTUITY AUDIX System, can detect system problems and other potential problems. When detected, the alarm triggers outcalling to the Initialization Administration System (INADS) or to a customer's Trouble Tracker System via a remote maintenance board (available in the U.S. only) or modem. Once notification is received at INADS, TSC personnel can act quickly to resolve the problem, potentially alleviating system downtime. Currently, the following system states will trigger remote alarming:

- ◆ INTUITY CONVERSANT Intersubsystem Message Queues Full (messages can no longer be sent between INTUITY CONVERSANT operating subsystems)
- ◆ Board in a Broken State alarms

New!

Documentation is More Accessible

To help make INTUITY CONVERSANT more accessible to customers, the following changes and improvements have been made in V6.0:

- ◆ **global documentation:** now customers outside the U.S. can obtain selected INTUITY CONVERSANT user documentation translated in their native language. Translations are available in the following languages: Brazilian Portuguese, Dutch, French, Japanese, Latin-American Spanish, and English. These translated documents include the following:
 - *System Description:* provides a technical description, including all features of INTUITY CONVERSANT System V6.0. This document helps users to understand the technical basics and particular features of the system.
 - *Application Design Guidelines:* describes the principles of application design, including design tips and techniques. For example, this document provides the techniques for incorporating advanced speech technologies into an application script and includes human factors and usability tips on how to enhance the application.
- ◆ **CD-ROM versions:** this is the first release where all INTUITY CONVERSANT documentation, from user guides to system documentation, will be available in CD-ROM format. This gives our customers instant access to the information they need in a convenient online format.



You Can't Go Wrong with CD-ROM!

From documentation to sophisticated training tools, CD-ROM offers convenient PC-based access for customers and great selling opportunities for you. According to Margaret Hensle, Training Solutions Service marketing manager, "When you're an account executive with a multi-million dollar revenue quota, CD-ROM and other training tools seem pretty much a low priority. The truth is that these tools often make a major contribution to customer satisfaction, and they save account teams, and the help-lines, hundreds of hours in unnecessary after-sales support. They can also increase margin on total systems sales by five percent." So when selling INTUITY CONVERSANT System V6.0, play up our CD-ROM availability to benefit both you and your customers.

Improved!

INTUITY CONVERSANT Multimedia Training System (CD-ROM)

Our convenient CD-ROM based training, available for the first time in V5.0, is back with updates for V6.0. This INTUITY CONVERSANT Multimedia Training system provides customers with overview information on INTUITY CONVERSANT V6.0 system hardware and administration. With CD-ROM capabilities, customers can access training from the convenience of a desktop PC. This training delivers information via the following modules:

- ◆ **INTUITY CONVERSANT Hardware Overview:** highlights the similarities and differences between the MAP 40 and MAP 100 platforms.
- ◆ **Caring for Your INTUITY CONVERSANT:** describes maintenance and care for your INTUITY CONVERSANT System, including preventive maintenance, diagnostic routines, etc.

- ◆ **INTUITY CONVERSANT Features:** provides detailed descriptions of the system features that can be accessed in two ways: customers can either select features directly by clicking on a name, such as speech recognition, or they can click on a particular business need to display a solution/feature. For example, by clicking on "How can we handle calls from non-touch-tone users?", the system displays the feature card for speech recognition.
- ◆ **UNIX and the INTUITY CONVERSANT Interface:** provides a high-level overview of UNIX commands and the file/directory structure along with the INTUITY CONVERSANT menu structure and function keys. This is geared to helping customers gain a basic understanding of the operating systems to help with troubleshooting and system navigation.
- ◆ **INTUITY CONVERSANT System Administration:** gives customers overviews on how to perform various administrative tasks, such as administering users, utilizing reports, system troubleshooting, etc.

This INTUITY CONVERSANT Multimedia Training System on CD-ROM provides customers with the following benefits:

- ◆ **ease of use:** training is consolidated on one CD-ROM that is simple to access and features a convenient PC-based interface
- ◆ **timely access to information:** with CD-ROM availability and special features, such as hyperlinks, that provide extensive cross references and immediate access to information across the various training modules
- ◆ **solutions-based features:** that can help customers envision how various INTUITY CONVERSANT features provide solutions for their businesses

Improved!

Professional Services

Service motivates sales and Lucent Technologies has been making dramatic changes to provide even better services for our customers. We've developed ServiceWorks, which consolidates our world-class services into a comprehensive network of expertise that encompasses three major service areas: Customer Care Centers, On-Site Support Teams, and Offer Families. And in an effort to be more responsive to customers we are including professional services as part of many new offers (see Tip that follows).

For INTUITY CONVERSANT V6.0, the following types of professional services are available to customers:

- ◆ **Voice Response ASSIST:** provides remote INTUITY CONVERSANT system monitoring and administration to ensure optimum performance and system responsiveness.
- ◆ **Human Factors:** helps call centers and other businesses improve their INTUITY CONVERSANT applications to make them more responsive to callers. This service utilizes human factors experts from Bell Laboratories to analyze script design, caller interface, and other factors that impact the usability of your customer's applications.

- ◆ **INTUITY CONVERSANT Coaching Administration:** shows customers how to perform all of the administrative tasks that are critical to INTUITY CONVERSANT system performance.
- ◆ **INTUITY CONVERSANT Call Center:** aids customers in integrating voice response applications with call center solutions. This service helps tailor the features of applications, such as the Customer Assist Care Center, to fit a customer's specific business needs. AIS consultants provide assistance with system administration, address integration issues, and recommend ways to optimize the various capabilities.

For more comprehensive information on these service offers, see *Appendix C: Support Information, Professional Services* in the back of this *Guide*.



Services—Up Front, not Afterthought!

Under the ServiceWorks direction, professional services and training services are being included in many new offers. This makes it easier for you to position the benefits of professional services “up front” as a prominent part of the sale. For example, the Global Call Center Strategic Solution includes a core group of consulting services designed to help customers integrate INTUITY CONVERSANT and other component systems into their call center environment. This offer also includes business training services on video and CD-ROM for on-site customer training support.



More Services are Heading Your Way!

Additional professional services are still being developed, particularly to help customers with our new Enterprise Assist and Agent Assist Suites of Solutions. For more information on these upcoming offers, look to IntraWorks.

Networking

New!

E1/T1 Card

Now, a *single* card brings digital connectivity to customers both within and outside the U.S. The E1/T1 card supports lineside and direct connections into the telephony network and offers the following benefits (see Note):

Note: The individual T1 and E1 digital cards (pre-V6.0) are still available if required for compatibility with other systems. Also note that direct connections apply to U.S. and Canadian networks only.

- ◆ **“real estate” savings:** the E1/T1 card requires one slot instead of four analog cards for T1 (24 ports) or five analog cards for E1 (30 ports). This streamlines connections between the INTUITY CONVERSANT System V6.0 and the DEFINITY ECS (see Note).

Note: In the U.S., this system can work behind various DEFINITY systems, Galaxy* switches, or connect directly through the network (without a switch). For customers outside the U.S., INTUITY CONVERSANT System V6.0 works behind the DEFINITY ECS R5 and other DEFINITY systems.

- ◆ **new pricing strategies:** you can offer customers lineside E1/T1 digital connectivity at a truly competitive price. Now, our total lineside digital solution costs less per port than an analog solution.

- ◆ **global consistency:** multinational customers can use E1/T1 cards across multiple locations, worldwide.
- ◆ **call progress tone detection:** with lineside digital connectivity *plus* call progress tone detection, the new E1/T1 card can perform swift and intelligent transfers for more proficient handling of customer calls. Prior to this release, call progress tone detection (intelligent transfer) was available *only* with an analog tip/ring connection.

Note: This new call progress tone detection feature recognizes DEFINITY ECS tones only, NOT network tones. Call Classification Analysis software remains an option for recognizing network call progress tones.

- ◆ **built in diagnostics:** making it easier to troubleshoot this digital interface.

Improved!

Versatile Connectivity Options

Let customers know that we offer a variety of analog and digital connectivity options to meet the needs of businesses within and outside the U.S. IVC6 and Next Generation Tip/Ring (NGTR) are new interface cards that provide analog connections between a DEFINITY ECS and the INTUITY CONVERSANT System V6.0. These cards can be combined with simple software to provide connections to six voice ports. Benefits for the IVC6 and NGTR cards include:

- ◆ **meets global needs:** with two cards that meet the varying telephony requirements in different parts of the world. The NGTR card meets the more stringent analog connection standards required in Europe as of 1/1/97 and also will be used to meet the specific requirements of certain markets outside the of the U.S.

Note: For specific country availability, refer to the chart in the *Introduction* to this *Guide* or check with your Global Channel Support Manager.

- ◆ **positioned for the future:** with two cards that offer universal port capability to support future INTUITY CONVERSANT release plans for applications of voice and fax on a single card.

Note: The earlier IVP6 analog card is still available if required for consistency with other systems.

Notes:

Your Best Opportunities

This section identifies which customers offer you the best opportunities for selling INTUITY CONVERSANT V6.0. These customers were targeted based on our customer segmentation framework and the BusinessWorks Prospector Tool. For each customer target, this section provides a brief tactical overview along with the particular INTUITY CONVERSANT features and benefits to stress in your sales approach. In addition, this section includes a matrix that illustrates the many ways that INTUITY CONVERSANT applications can help automate your customer's basic business functions. Finally, there are data gathering techniques and cost-justification tools that help you show customers how much they can save with an INTUITY CONVERSANT V6.0 solution.

INTUITY CONVERSANT V6.0 Customer Segments

Macro Segment	Micro Segment	Customer Cluster
Multi-Supplier/Applications Focus	Efficiency-Driven	Cost & Efficiency
	Revenue-Driven	Sales & Customer Service
Partners/Applications Focus	Top Tier Prospects	Top Tier Prospects
	Top Tier Partners	Top Tier Partners

Note: The various characteristics of each segment have not been included. To find out more about these segments, consult your BusinessWorks Prospector Tool. This tool was distributed to all Sales Managers at branch locations and is also available on IntraWorks.

Targets and Tactics

While INTUITY CONVERSANT is targeted at four distinctly different customer segments, the common selling theme is applications. The following tactics are applicable to all four segments:

- ◆ lead with applications: our new Assist Suites of Solutions offer a comprehensive group of applications that provide the means to automate call centers and a variety of strategic functions in any business. (Refer to the matrix later in this section.)
- ◆ stress Customer Sales & Service issues: our INTUITY CONVERSANT applications enable numerous capabilities, such as speech and dial pulse recognition, multilingual speech, intelligent call routing, flexible connectivity, faxback, and more that can speed call routing, enhance service, and improve your customer's bottom line.
- ◆ emphasize call centers: our Customer Assist Care Center application provides queue and resource management tools to improve call center efficiency. Show them how our Agent Assist Suite of Solutions provides applications that can boost agent productivity. Plus, an integrated call center solution with INTUITY CONVERSANT can impact revenue flow by offering ways to provide special treatment, optimize caller information, and attract new customers.
- ◆ point out the time and cost savings gained when using these INTUITY CONVERSANT applications in place of live agents. (Use the cost-justification tools provided later in this section to help prove your point.)

- ◆ stress the strength of our Messaging & Response solution: don't forget to mention that Lucent Technologies is the market leader in call centers and INTUITY CONVERSANT is backed by all the benefits of Bell Laboratories' innovative technologies.
- ◆ emphasize the value we offer, especially in after-sale services: remember ServiceWorks and the specialized professional services we offer in conjunction with INTUITY CONVERSANT V6.0.

This table provides some additional ways to approach the targeted customer segments.

Customer Needs	Offer Components	Customer Benefits
TOP TIER PARTNERS		
Depends on system for competitive advantages	■ Call center integration and INTUITY CONVERSANT applications provide the opportunity to develop differentiating services within the marketplace. ■ Advanced technologies such as speech recognition, multiple language support, ASAI integration, and CTI integration provide the ability to offer superior levels of services. ■ Our use of advanced technologies can open new markets (speech recognition, Dial Pulse Recognition) that previously may not have been served.	■ superior levels of service ■ services differentiation ■ image building ■ easy-to-add new applications and services ■ innovative applications
Requires compatibility with existing systems	■ analog and digital interfaces, LAN and Host integration with Ethernet and Token Ring TCP/IP connections, ASAI and CTI ■ Professional Services to assist with system integration	■ INTUITY CONVERSANT provides many options to integrate into the customer's existing and future environments. ■ With Professional Services, we can make the integration process easier.
Needs new applications to reduce costs	■ INTUITY CONVERSANT applications offload personnel from repetitive and non-revenue-producing tasks. ■ They can make queue time and call transaction time more productive and less expensive. ■ Our applications provide out-of-hours service to lower expenses.	■ provides access to services out-of-hours when network expenses are reduced ■ automates services for reduced expenses ■ eliminates the need for additional resources for peak periods ■ flexibility of system eliminates need to train additional people
Needs new applications to increase revenues	■ Our applications can automate order taking and product information distribution, which allows personnel to focus on more revenue-producing and less repetitive tasks.	■ access to information at anytime from anywhere ■ flexibility to handle various types of order requests, i.e. voice, fax, etc.
REVENUE-DRIVEN-SALES AND CUSTOMER SERVICE		
Needs standard call center services	Packaged application suites: ■ Customer Assist Suite of Solutions ■ Agent Assist Suite of solutions ■ Enterprise Assist Suite of Solutions	■ Customers can realize the benefits of their application solution faster through the implementation of packaged applications. ■ enables increased levels of customer self-service, and queue and resource management

Customer Needs	Offer Components	Customer Benefits
Requires compatibility with existing systems	■ analog and digital interfaces, LAN and Host integration with Ethernet and Token Ring TCP/IP connections, ASAI and CTI ■ Professional Services to assist with system integration	■ INTUITY CONVERSANT provides many options to integrate into the customer's existing and future environments. ■ With Professional Services, we can make the integration process easier.
Needs new applications to increase revenues	■ Our applications can automate and offload many services, while actually producing revenues through the system itself. ■ INTUITY CONVERSANT applications offload personnel from repetitive and non-revenue-producing tasks. ■ Our use of advanced technologies can open new markets (speech recognition, Dial Pulse Recognition) that previously may not have been served.	■ provides an alternative way to service customers and process orders and other revenue-producing activities ■ offers the flexibility to add services as ideas are generated
EFFICIENCY-DRIVEN-COST AND EFFICIENCY		
Needs applications based on cost-justification	■ See the Cost-Justification tools later in this section for ways to cost-justify INTUITY CONVERSANT solutions.	■ Customers will see a definite payback to the bottom line of their business with the addition of an INTUITY CONVERSANT solution.
Has cost reduction as the primary driver	■ INTUITY CONVERSANT applications are less costly than utilizing human resources for many business tasks.	■ Packaged applications make it easy for a customer to start seeing the cost benefits of automating business functions with INTUITY CONVERSANT.

Business Automation

Unsure about how to position all the potential ways in which INTUITY CONVERSANT System V6.0 can help your customers? Use the following matrix to get an idea of how INTUITY CONVERSANT applications can be used to automate strategic functions performed within businesses across segments and industries. This matrix also outlines the benefits that this automation can bring to businesses.

Automate Existing Processes	Related Applications (See Notes)	Benefits
Directing Customer Calls	■ Directory Assistant R2.2 (EA) ■ Auto Attendant (BR)	■ reduces time on hold, improving customer satisfaction ■ anytime access for caller convenience ■ reduces costs associated with receptionist and operators
Providing Information to Customers	■ Audiotext (BR) ■ Bulletin Boards (BR,CA) ■ Automated FAXBACK (EA) ■ Announcements (CA) ■ Locator (EA)	■ enables more marketing opportunities for increased revenues ■ improves employee productivity by offloading routine tasks ■ self-service options that let customers help themselves in the mode of choice: FAX, mail, voice, etc.

Automate Existing Processes	Related Applications (See Notes)	Benefits
Collecting Information from Customers	■ Survey Builder (BR) ■ Customer Satisfaction Survey (AA) ■ Form Builder (BR) ■ Automated Information Collection (CA) ■ Automated FAXBACK (EA)	■ increases employee productivity by eliminating need to manually input customer information ■ improves accuracy through automation of tasks ■ enhances customer service with improved response and convenience
Routing Callers (intelligent call routing)	■ DNIS Routing (BR) ■ Queue Management with Custom Call Routing (CA)	■ speeds caller routing based on information from the switch or input by the caller ■ enables screen pops for personalized customer service
Caller Queues	■ Message in Queue (CA) ■ Queue Management with Custom Call Routing (CA) ■ Announcement Management (CA)	■ improves operational performance through better allocation of resources during peak periods ■ expands employee efficiency by balancing incoming and outcalling workload ■ reduces caller hold times for overall toll savings ■ offers marketing opportunities for increased revenues
System Monitoring and Performance	■ Remote Administration Package (EA) ■ Graphical System Monitor (AA) ■ Silent Sentry (EA) ■ Customer Experience Observation (AA) ■ Dynamic Port Allocation (BR)	■ provides tools to help analyze the effectiveness and improve the usability of automated applications ■ optimizes system operations and ensures availability ■ reduces costs for hardware with peak port utilization
Personnel Tasks	■ Automated Service Observation (AA) ■ Conference Bridge (AA) ■ Agent-Initiated Call Trace (AA) ■ Spontaneous Agent Recording (AA)	■ streamlines supervisory tasks with automated scheduling and recording ■ enhances employee satisfaction with conferencing capabilities, simplified caller recording, and call trace

Notes:

EA = Enterprise Assist Suite of Solutions
BR = Business Reach application
CA = Customer Assist Suite of Solutions
AA = Agent Assist Suite of Solutions

Data Gathering

The following questions are aimed at helping you gather information from your customer. This data gathering information will aid you in determining how to fine-tune an INTUITY CONVERSANT solution to meet your customer's particular business objectives.

Business Objectives

Revenue:

- ◆ What is your average revenue per order?
- ◆ What is your average number of orders/customer/month?

Volumes:

- ◆ How many transactions do you complete per day?
- ◆ How much time does it take a live sales agent to complete a transaction? (Don't forget after-call work.)
- ◆ What is the average number of transactions during the peak period?
- ◆ What percentage of your orders are cyclical in nature, i.e., seasonal peaks?

Expenses:

- ◆ How much do your toll free (8XX) lines cost per minute?
- ◆ What is your daily salary expense per Customer Service Representative?
- ◆ How many temporary staff do you hire to handle peak business cycles?
- ◆ How much does it cost (in time and expense) to train temporary staff?
- ◆ What is your total cost per transaction?

Hidden Costs:

- ◆ How many orders do you lose because the customer tried to call after hours?
- ◆ How many transactions have to be reworked due to typing errors?
- ◆ Do transaction mistakes cause customer dissatisfaction?

Cost-Justification

A key element of the sales process is cost-justification. This section provides a variety of cost-justification worksheets that can help you make the sale. These worksheets illustrate how INTUITY CONVERSANT V6.0 can provide tremendous savings in both time and costs by:

- ◆ automating repetitive processes, such as routine information requests, to increase efficiency and improve employee productivity
- ◆ offering extended service hours with applications that provide 7x24 coverage and link callers to any number of call-in capabilities
- ◆ enhancing customer responsiveness with more personalized services, such as intelligent call routing to a particular agent, effective queue management with estimated wait times, and screen pops that route customer information to an agent

Expense Savings–Salary

Complete this section if your business customer is considering replacing a “live” agent with an INTUITY CONVERSANT automated agent. This can be used for a variety of different types of INTUITY CONVERSANT applications that automate functions currently performed by a customer service agent.

Calculation Criteria	Amount
■ Estimated number of transactions per day completed using INTUITY CONVERSANT	= _____
■ Divide by number of transactions a CSR can complete in a day	÷ _____
■ Equals number of CSRs reduced/saved	= _____
■ Annual loaded salary cost per CSR	= _____
■ Plus equipment expense per CSR	+ _____
■ Equals loaded expense per CSR	= _____
■ Multiply by # of CSRs reduced/saved	x _____
■ Equals annual CSR expense saved	= _____

Expense Savings–Seasonal/Overtime

Complete this section if an INTUITY CONVERSANT System would save your customer’s business from having to hire seasonal employees or pay overtime wages during peak periods.

Calculation Criteria	Amount
■ Number of temporary employees hired per year	= _____
■ Multiply by average number of hours worked per temporary (including training time)	x _____
■ Multiply by hourly cost billed by temp agency	x _____
■ Equals annual temporary salary expense	= _____
■ Add cost of time spent recruiting and screening temporary employees	+ _____
■ Add cost of equipment used by temporary employees	+ _____
■ Add cost of time spent training and supervising temporary employees	+ _____
■ Divide by 12	÷ _____
■ Equals average monthly cost of temporary service	= _____

Revenues–Increased Orders

Complete this section if your customer is looking at using an INTUITY CONVERSANT System to improve business flexibility and increase orders.

Calculation Criteria	Amount
■ Estimated number of new orders per month	= _____
■ Multiply by average revenue per order	x _____
■ Equals increased revenue per month from new orders	= _____

Revenues—Increased Amount Per Order

Complete this section if your customer is expecting an INTUITY CONVERSANT System to improve business flexibility and increase the amount of revenue per order.

Calculation Criteria	Amount
■ Estimated new average revenue per order	= _____
■ Subtract current average revenue per order	- _____
■ Equals net new revenue per order	= _____
■ Multiply by number of orders per month	x _____
■ Equals increased revenue per month from large orders	= _____

Savings—Hidden Costs

Use this section to help determine the areas in which your customer can save by implementing an INTUITY CONVERSANT System. Ask your customer:

- ◆ How much they expect to save per month due to decreased error rates?
- ◆ How much more revenue they expect to receive per month due to:
 - improved customer satisfaction?
 - orders NOT lost due to limited business hours?

Savings—Reduced Time Per Transaction

Complete this section if your customer expects to reduce their time per transaction.

Calculation Criteria	Amount
■ Current time per transaction	= _____
■ Subtract estimated new time per transaction	- _____
■ Equals time saved per transaction	= _____
■ Multiply by toll free line cost per minute	x _____
■ Multiply by number of transactions per month	x _____
■ Equals monthly expense saved by reduced time	= _____

Savings—Expanded Call Coverage

Complete this section if your customer expects to use an INTUITY CONVERSANT System to expand call coverage after 5 P.M.

Calculation Criteria	Amount
■ Toll free cost per minute 8 A.M.–5 P.M.	= _____
■ Subtract toll free line cost after 5 P.M.	- _____
■ Equals savings per minute after 5 P.M.	= _____
■ Multiply by number of transactions per month customers would prefer to call in after 5 P.M.	x _____
■ Multiply by average time per transaction	x _____
■ Equals monthly expense savings by expanding business hours after 5 P.M.	= _____

Summary

Once you've calculated the amounts for the various cost-justification worksheets, use the results to determine an overall savings total as follows:

Calculation Criteria	Amount
■ Monthly CSR expense saved	= _____
■ Monthly expense saved by reduced time per transaction	+ _____
■ Monthly expense saved by expanding business hours after 5 P.M.	+ _____
■ Increased revenue per month from new orders	+ _____
■ Increased revenue per month from larger orders	+ _____
■ Equals total revenue & savings opportunity	= _____
■ Subtract the monthly expense of INTUITY CONVERSANT	- _____
■ Amortize the expense over at least 36 months	= _____
■ NET MONTHLY OPPORTUNITY	= _____

Message in Queue Callback Messaging

Returning customer calls for routine information can take up a lot of time. Automated outcalling applications enable businesses to work smarter by managing the callback process more efficiently. For example, our Customer Assist Care Center Message in Queue application gives customers the option of leaving a message that indicates when they'd like to be called back. Then, when the call is returned, INTUITY CONVERSANT automatically triggers customer outcalling and delivers the call to an available agent.

Use the following worksheet to estimate the amount of time and money a business can save with automated callback functionality:

Calculation Criteria	Amount
a) Number of callbacks made each day	_____
b) Amount of time employees spend trying to reach callers (in seconds)	_____
c) Number of minutes saved per day ($A \times B/60$)	_____
d) Number of hours saved per day ($C/60$)	_____
e) Hourly rate for agent=\$15/hour (based on annual salary of \$31,200)	_____
f) Amount saved per hour ($D \times E$)	_____
g) Amount saved per day ($F \times 8$ hours)	_____
h) Amount saved per year based on 260 work days per year ($G \times 260$ days)	_____

Bulletin Boards

Agents and other employees often spend inordinate amounts of time answering routine, repetitive questions from customers. With Bulletin Board applications, such as those available in the Customer Assist Care Center and Business Reach, businesses can route callers to automated bulletin boards that provide the necessary information. This enables customers to be served more efficiently at their own convenience and frees up business personnel to concentrate on revenue and service-related tasks.

Use the following worksheet to estimate the amount of time and money a business can save by using bulletin board applications:

Calculation Criteria	Amount
a) Percentage of callers that could have questions answered through a standard bulletin board	_____
b) Number of calls per day	_____
c) Average duration of call	_____
d) Number of minutes saved per day ($B \times C \times A$)	_____
e) Number of hours saved per day ($D/60$)	_____
f) Hourly rate for agent=\$15/hour (based on annual salary of \$31,200)	_____
g) Amount saved per hour ($E \times F$)	_____
h) Amount saved per day ($G \times 8$ hours)	_____
i) Amount saved per year based on 260 work days per year ($H \times 260$ days)	_____

Delay Announcements—Using Abandons

Queue announcement applications, complete with delay and Estimated Wait Time (EWT) announcements, can help keep callers on the line and reduce the number of abandoned calls (customers who hang up rather than wait). As part of the Customer Assist Care Center application, INTUTTY CONVERSANT provides a variety of Announcement Management capabilities that can enhance caller wait times and reduce call abandon rates.

Use the following worksheet to estimate the amount of money a business can save using queue announcement capabilities:

Calculation Criteria	Amount
a) Average number of abandons per day	_____
b) Average amount of time before abandon in minutes	_____
c) Total abandon time in minutes ($A \times B$)	_____
d) Cost per minute of 8XX or toll-free service	_____
e) Amount saved per day in dollars ($C \times D$)	_____
f) Total amount saved per year based on 260 work days per year ($E \times 260$ days)	_____

Delay Announcements—Using Extended Hold Times at Peak Hours

Peak calling periods can put a tremendous strain on call center resources and often leave callers waiting in queue for long periods. Using INTUITY CONVERSANT applications, call centers can reduce this call overload by offering automated services that callers can access at their convenience, at any time round-the-clock. And with less callers on hold, a business can reduce their 8XX network costs.

Use the following worksheet to estimate the amount of money a business can save using a variety of INTUITY CONVERSANT applications for “anytime” services.

Calculation Criteria	Amount
a) Percentage of callers that would switch call times from peak to non-peak	_____
b) Number of calls during peak hour	_____
c) Average caller hold time at peak hour	_____
d) Cost per minute of 8XX or toll-free service	_____
e) Cost for unnecessary hold time in dollars (B x C x D)	_____
f) Amount saved per day if callers switch to non-peak times (A x E)	_____
g) Amount saved per year based on 260 work days per year (F x 260 days)	_____

Message in Queue Callback Messaging—Using Extended Hold Times

When given the option, many callers would prefer to leave a message rather than wait for extended periods in the queue. Our Customer Assist Care Center features a Message in Queue capability that gives callers the flexibility to leave a message that indicates whether they would like to be called back immediately or at a more convenient time. Callback messaging enables businesses to improve customer service and at the same time, reduce costs associated with their 8XX network.

Use the following worksheet to estimate the amount of money a business can save using callback messaging capabilities.

Calculation Criteria	Amount
a) Percentage of callers that would opt to leave a message for callback	_____
b) Percentage of hold time that would be reduced through callback messaging	_____
c) Number of calls at peak hour	_____
d) Average caller hold time at peak hour	_____
e) Cost per minute of 8XX or toll-free service	_____
f) Cost for unnecessary hold time in dollars (C x D x E)	_____
g) Amount saved per day if callers left callback messages (F x A)	_____
h) Amount saved per day through reduced hold times (F x B)	_____
i) Total savings per year based on 260 work days per year (G + H x 260 days)	_____

Custom Call Routing

Call centers can save a tremendous amount of time and money when callers are routed to the correct agent the first time around. Our Queue Management and Customer Call Routing (part of the Customer Assist Care Center application) offers the capability to route callers based on information collected from their phone number, such as ANI or DNIS. This enables the application to send callers directly to a designated agent and virtually eliminates the need for cross-agent transfers. The result is callers are treated to streamlined, more personalized service and call centers reap the benefits of shortened connect times and enhanced agent efficiency.

Use the following worksheet to estimate the amount of money a business can save using call routing capabilities.

Calculation Criteria	Amount
a) Percentage of callers that are rerouted to reach the correct agent	_____
b) Number of calls per day	_____
c) Number of calls that require rerouting per day (A x B)	_____
d) Time agent spends collecting information and rerouting per call	_____
e) Agent rate	_____
f) Total cost for unnecessary rerouting time (C x D x E)	_____
g) Average hold and connect time	_____
h) Cost per minute of 8XX or toll-free service	_____
i) Total cost for unnecessary hold time in dollars (C x G x H)	_____
j) Amount saved per day with custom call routing (F x I)	_____
k) Total savings per year based on 260 work days per year (J x 260 days)	_____

Increased Business Productivity

Use the following worksheet to show customers how they can increase overall business productivity using an INTUITY CONVERSANT System, rather than hiring additional employees.

Calculation Criteria	Amount
a) Average monthly salary of employees impacted by INTUITY CONVERSANT (\$ per hour x 2080/12)	_____
b) Number of employees impacted by INTUITY CONVERSANT (qty)	_____
c) Percentage of work day offloaded from call handling (.XX)	_____
d) Total increase in labor productivity per month (A x B x C)	_____

Increased Sales

Use this worksheet to show customers how an INTUITY CONVERSANT System can contribute increased sales revenues through reduced hold times, fewer “dropped” calls, 24-hour service, better accuracy, more personalized service, and improved sales announcement capabilities.

Calculation Criteria	Amount
a) Average order amount (\$)	_____
b) Number of offers per day (qty)	_____
c) Percentage of orders generated by INTUITY CONVERSANT per day (.XX)	_____
d) Increased sales revenue per day ($A \times B \times C = \$$)	_____
e) Total increase in sales revenue per month ($D \times 20 \text{ days/month} = \\$)	_____

Total Cost Benefits to Business

Add the results of the preceding worksheets to show customers just one of the many ways they can save big with an INTUITY CONVERSANT System.

Calculation Criteria	Amount
TOTAL COST-JUSTIFICATION PER MONTH (Increased Business Productivity + Increased Sales Revenue=)	_____

INTUITY CONVERSANT System V6.0 in ACTION!

This section sets the stage for all that INTUITY CONVERSANT V6.0 has to offer. It contains scenarios that show how INTUITY CONVERSANT features and applications can play a leading role in helping your customer's business. Plus, to make it easier to map to particular customers, these scenarios are organized by the BusinessWorks customer requirements areas.

Customer Sales & Service

The Situation: How do you keep callers on the line when all your call center agents are busy? A major metropolitan news publication wanted to know how to reduce call abandon rates and recapture the advertising revenues that were lost when callers bailed out. So it went looking for a solution—one that could help it be more responsive to customers and help its classified department “stop the presses” on call abandoned rates as high as 30 percent.

The Action: Using an **INTUITY CONVERSANT System** paired with call center applications, such as **Customer Assist Care Center**, the publication is in the news with a more than 60 percent drop in call abandon rates. This front page story was made possible using **Announcement** and **Message in Queue** capabilities that play delay announcements and offer callers the choice of waiting in queue or leaving a message that waits in their place. Customers that do choose to wait are kept informed with continual updates on estimated wait times and even entertained with a variety of announcements. Those that opt not to wait receive a callback when their message reaches an agent. With its potential to capture a large percentage of orders and revenues that in the past would have been lost, this winning combination featuring the Customer Assist Care Center running on an INTUITY CONVERSANT System may not win a prize for journalism, but it has certainly received accolades from this news publication's financial watchdogs.

The Situation: Equipment Express, a provider of computer hardware devices, was facing a crisis in its support center. How to meet the demand during peak calling periods without overstaffing when volumes hit the valley? The company was looking for a way to help its technical service center manage increasing call volumes without adding staff.

The Action: Equipment Express found what it was looking for in the **INTUITY CONVERSANT System** and our **Customer Assist Care Center** application. Now, callers have the option of waiting in queue (based on the wait time estimates) or exploring other applications, such as **Bulletin Boards**, to find the answers for themselves. The company is thrilled with the results—over 60 percent of callers opt to use its INTUITY CONVERSANT applications to locate the information they need without ever speaking to an agent. This has virtually eliminated the staffing burden and enabled Equipment Express to scale new heights in providing customers with flexible, convenient customer service.



It's a Carnival!

Call centers may take on the air of a carnival at times but recently, AEs in Miami really had something to celebrate. Lucent Technologies captured 70 percent of the call center market share in that city by the sea. And the biggest news? Our AEs closed the hatch on a \$3.5 million deal with Carnival Cruise Lines that included an INTUITY CONVERSANT System as part of the solution. So whether they are seafarers or landlubbers, make sure your customers know that our INTUITY CONVERSANT call center solutions can meet their needs, anywhere.

Mobility & Distributed Work Force

The Situation: INFO-EAZ Company, a large software firm catering to the financial industry, is facing information overload. Sales associates, customers, telecommuting employees, and others are taxing the support staff with continuous fax requests. To compound matters, its sales force is breaking into new markets overseas which imposes the added challenges of working around time zone constraints. INFO-EAZ Company needs a solution that can automate its information retrieval processes to better serve both customers and employees. Plus, it needs a more versatile way to handle the fax traffic without pushing support personnel to their limits.

The Action: With an **INTUITY CONVERSANT V6.0 System** and the **Enterprise Assist Suite of Solutions**, INFO-EAZ Company was able to add fax capabilities to a variety of automated applications. Now, it has an **Automated Attendant** that answers calls and routes callers to specific **Bulletin Board** applications at any time. And thanks to **Script Builder FAX Actions R3.5**, many of the applications include a complete range of fax capabilities for static and dynamic fax generation, timed delivery, and fax receipt. With these applications, customers and employees alike can access the information they need, whenever they need it, from the convenience of their telephone.

Messaging & Response

The Situation: COURIER IN A HURRY, Inc., is Louisiana-based delivery franchise that is growing rapidly. Several years ago, it implemented an INTUITY CONVERSANT System with dramatic results. Yet, although its business is thriving, it is noticing that a full 50 percent of its calls are still being handled by live agents. It seems that many new clients reside in outlying areas untouched by touch-tone phones. COURIER IN A HURRY needs a way to reach this new clientele, optimize its current investment in INTUITY CONVERSANT, and trim staffing costs.

The Action: Lucent Technologies AEs have proposed a way to help COURIER IN A HURRY run away with the race. With an upgrade to **INTUITY CONVERSANT System V6.0**, the company can implement more versatile recognition capabilities in their call center applications. This allows it to serve more customers with a combination of **Dial Pulse Recognition** and sophisticated **FlexWord Advanced Speech Recognition** technologies. And COURIER IN A HURRY is even planning on offering services in **additional languages** to meet the multilingual needs of customers from the bayou to the Mexican border. Now, this thriving delivery company is running rings around the nearest competitor and its phones are ringing through to INTUITY CONVERSANT automated applications.

Networking

The Situation: Endnode Corporation wants to improve its connections. It would like to use its LAN as the connection point for call routing to agents and INTUITY CONVERSANT applications. The company wants to take advantage of some of the more intelligent call routing features, such as EAS, that are made possible through the DEFINITY ECS. And, it is interested in the idea of screen pops for downstream interfaces. In short, Endnode Corporation is looking for a time- and cost-saving solution that can make the best use of its existing network infrastructure.

The Action: With INTUITY CONVERSANT V6.0, Endnode Corporation can take advantage of the new **ASAI over Ethernet** capability that permits communications between the DEFINITY ECS and the INTUITY CONVERSANT System (among others) over the LAN. ASAI makes it possible for a variety of sophisticated call routing techniques to be used in INTUITY CONVERSANT applications. Endnode Corporation selected the **Customer Assist Care Center** application with **queue management and custom call routing**. Now when customers call in, they will be routed more effectively to agents or applications for enhanced customer service.

Notes:

Competitors

This section gives you an overview of the players on the competitive field. Use this information to help determine how to make your move in the marketplace and position INTUITY CONVERSANT V6.0 with customers.

Competitive Overview

This section provides detailed tables comparing the many features of INTUITY CONVERSANT V6.0 with various competitors' systems. Given the number of competitors and the extensive feature analysis, two tables are provided as follows:

- ◆ **Table A:** includes competitive comparisons between INTUITY CONVERSANT V6.0 and systems from IBM, Periphonics, Syntellect, InterVoice, and Edify
- ◆ **Table B:** covers competitive comparisons of INTUITY CONVERSANT V6.0 and various systems from Nortel and Brite Voice

Note: All data shown in the following tables is derived from the respective vendor's own, generally available, documentation. This includes documentation, such as technical descriptions, product notes, application notes, and system summary information.

Competitive Comparison Table A

Criteria	Lucent Technologies	IBM*	Periphonics* Corporation	Syntellect*	InterVoice*	Edify
Model	INTUITY CONVERSANT V6.0 MAP/40 and MAP/100	DirectTalk/6000*	VPS/is 7000/9000	VocalPoint*	One Voice ROBOT OPERATOR*	Electronic Workforce 4.0
Capacities						
Channels						
■ Analog	From 6 to 96	From 12 to 96	From 8 to 120 (X2 with bridging)	4 to 24	48	48
■ Digital	From 24 to 96 (T1) From 30 to 90 (E1)	From 12 to 120 (E1)	From 24 to 120 (X2 with bridging)	4 to 24	24 to 72 (T1) 30 to 90 (E1)	up to 48 (T1) up to 60 (E1)
Maximum Voice Channels	120 with bridging	96 or 120	96 or 120	24	90	60
Simultaneous Transactions	Up to 96	Configuration-dependent	96	24	90	60
System Memory	32MB to 128MB	42MB to 256MB	24MB to 256MB	12MB to 20MB	2MB to 16MB standard	16MB
Disk Storage	2GB	1GB	1GB to 8.5GB	120MB to 867MB	60MB to 1.2GB	100MB
Local Database	Yes/Oracle* 7.0	Yes	No	Yes	Yes	Yes
Host Interfaces Supported	Multiple—Up to 128 LUs	Multiple	Multiple (8)	Multiple	Multiple	Multiple (5)
Application/Industry Focus						
Cross Industry/Specific Focus	Yes	Yes	Yes	Yes	Yes	Yes
■ Call Center	Yes	Yes	Yes	Yes	Yes	Yes
■ Customer Sales & Service	Yes	Yes	Yes	Yes	Yes	Yes
■ Banking/Finance	Yes	Yes	Yes	Yes	Yes	Yes
■ Education	Yes	Yes	Yes	No	Yes	Yes

Criteria	Lucent Technologies	IBM*	Periphonics* Corporation	Syntellect*	InterVoice*	Edify
Model	INTUITY CONVERSANT V6.0 MAP/40 and MAP/100	DirectTalk/6000*	VPS/is 7000/9000	VocalPoint*	One Voice ROBOT OPERATOR*	Electronic Workforce 4.0
■ Hospitality	No	Yes	Yes	No	No	Yes
■ Healthcare	Yes	Yes	Yes	Yes	Yes	No
■ Human Resources	Yes	Yes	Yes	No	Yes	Yes
■ Manufacturing	Yes	Yes	No	No	No	No
■ Publishing	Yes	No	No	Yes	No	No
■ Service Provider	Yes	No	Yes	No	Yes	No
■ General Business	Yes	Yes	No	No	Yes	Yes
Platform Characteristics						
Client/Server-Based	Yes	Yes	Yes	Yes	Yes	Yes
Processor (Type/Speed)	Intel* Pentium*/120MHz	RISC 6000 200 or 300 Series	Sun* SPARC* (RISC/70)	Intel 80486*/33MHz	IBM PS/2 Pentium 90	Varies
Operating System	Based on UnixWare* 1.1	UNIX	Solaris* 2.4, UNIX* System V, Rel.4	OS/2 2.0+	OS/2* 2.11 and OS/2 WARP*	OS/2 WARP
Operating System: MS-Windows-Based	No	AIX*windows	No	No	No	No
Operating System: Graphical User Interface	Yes	Yes	Yes	Yes	Yes	Yes
Local Database Storage	Yes (Oracle 7.0)	Yes	No	Yes	Yes	Yes
Application Software	Yes	Yes	Yes	Yes	Yes	No, via Direct; Yes, via VARS
Remote Alarming/Maintenance	Yes	Yes	Yes	Yes	Yes	No
NEBS-Compliant	Yes (MAP/100C)	No	No	No	Yes, TSD version only	No
ISO 9001-Compliant	Yes	No	No	No	No	No
Non-Blocking	Configuration-Dependent	No	Yes	No	Yes	Yes
Redundancy	Yes	Yes, CPU	Yes	No	No	Varies
■ Disk	Yes	No	Yes	No	No	Varies
■ Power Supply	Yes	No	Yes	No	No	Varies
Advanced Technologies/Features						
Call Progress Tone Recognition	Yes	No	Yes	No	No	No
Spoken Numbers	Yes	Yes	Yes	Yes	Yes	Yes
Control Words	Yes	Yes	Yes	Yes	Yes	Yes
Touch-Tone Input	Yes	Yes	Yes	Yes	Yes	Yes
Individual Spoken Words	Yes	Yes	Yes	Yes	Yes	Yes
Connected Digits	Yes	Yes	Yes	Yes	Yes	Yes
Large Vocabularies	Yes	Yes	Yes	No	Info. Not Avail.	Info. Not Avail.
■ Maximum Words	2,000	2,000	2,000	No	Info. Not Avail.	Info. Not Avail.
Screen (Menu) Response	No	No	No	No	No	No
Multilingual	Yes	Tech. depend.	Yes	Yes	Yes	Yes
Text-to-Speech	Yes	Yes	Yes	Yes	Yes	Yes
Rotary/Dial Pulse Recognition	Yes	Yes	Yes	Yes	Yes	Yes
Auto Attendant/Call Routing	Yes	Yes	Yes	Yes	Yes	Yes
Voice Mail	No	Yes	No	Yes	No	No
Call Recording	Yes	Yes	Yes	Yes	Yes	No

Criteria	Lucent Technologies	IBM*	Periphonics* Corporation	Syntellect*	InterVoice*	Edify
Model	INTUITY CONVERSANT V6.0 MAP/40 and MAP/100	DirectTalk/6000*	VPS/is 7000/9000	VocalPoint*	One Voice ROBOT OPERATOR*	Electronic Workforce 4.0
Out Calling	Yes	Yes	Yes	Yes	Yes	Yes
Fax Integration	Yes	Yes	Yes	Yes	Yes	Yes
Fax on Demand	Yes	Yes	Yes	Yes	Yes	Yes
Fax Back Service	Yes	No	Yes	Yes	Yes	Yes
Conference Bridge	Yes	No	Yes (4X6)	No	Yes	No
E-Mail Integration	Yes (with TTS)	Yes	No	No	No	Yes
Multiple Languages Supported	Yes	Yes	Yes	Yes	Yes	Yes
U.S. English	Yes	Yes	Yes	Yes	Yes	Yes
UK English	Yes	Yes	Yes	Yes	Yes	Yes
Australian English	Yes	Yes	Yes	Yes	Yes	Yes
European French	Yes	Yes	Yes	Yes	Yes	No
Canadian French	Yes	Yes	Yes	Yes	Yes	Yes
Spanish	Yes	Yes	Yes	Yes	Yes	Yes
Castilian Spanish	Yes	Yes	Yes	Yes	Yes	Yes
Latin American Spanish	Yes	Yes	Yes	Yes	Yes	Yes
Brazilian Portuguese	Yes	Yes	Yes	Yes	Yes	Yes
Dutch	Yes	Yes	Yes	No	Yes	No
German	Yes	Yes	Yes	Yes	Yes	Yes
Italian	No	Yes	Yes	Yes	Yes	Yes
Russian	No	Yes	No	No	Yes	Yes
Chinese	No	Yes	Yes	No	Yes	Yes
Japanese	Yes	Yes	Yes	Yes	Yes	Yes
TDD (Telecom Devices for the Deaf service)	Yes	Yes	Yes	Yes	Yes	No
Simultaneously Available Languages	Yes	No	Yes	No	Yes	Yes
Number of Languages	Enhanced Basic Speech: No limit; Whole Word: 2/system; FlexWord: 1/system	No	Info. Not Avail.	No	Info. Not Avail.	Info. Not Avail.
Global Availability	Yes	Yes	Yes	Yes	Yes	Yes
Argentina	Yes	Yes	Yes	Yes	No	Yes
Australia	Yes	Yes	Yes	Yes	Yes	Yes
Belgium	Yes	Yes	Yes	No	Yes	Yes
Brazil	Yes	Yes	Yes	Yes	Yes	Yes
Canada	Yes	Yes	Yes	Yes	Yes	Yes
China	No	Yes	Yes	Yes	Yes	No
Colombia	Yes	Yes	Yes	Yes	Yes	Yes
France	Yes	Yes	Yes	Yes	Yes	No
Germany	Yes	Yes	Yes	Yes	Yes	Yes
Japan	Yes	Yes	Yes	Yes	Yes	Yes
Luxembourg	Yes	No	No	No	No	No
Mexico	Yes	Yes	Yes	Yes	Yes	Yes
Netherlands	Yes	Yes	Yes	Yes	Yes	Yes
New Zealand	Yes	Yes	Yes	No	Yes	Yes
Singapore	No	Yes	Yes	Yes	Yes	No

Criteria	Lucent Technologies	IBM*	Periphonics* Corporation	Syntellect*	InterVoice*	Edify
Model	INTUITY CONVERSANT V6.0 MAP/40 and MAP/100	DirectTalk/6000*	VPS/is 7000/9000	VocalPoint*	One Voice ROBOT OPERATOR*	Electronic Workforce 4.0
Spain	Yes	Yes	Yes	Yes	Yes	Yes
Thailand	Yes	Yes	Yes	No	Yes	No
United Kingdom	Yes	Yes	Yes	Yes	Yes	Yes
Compatibility						
Public Switched Networks	Yes	Yes	Yes	Yes	Yes	No
PBX—Proprietary Card Interface						
■ Alcatel	No	No	Yes	No	No	No
■ Ericsson	No	No	Yes	No	Yes	No
■ Fujitsu	No	No	Yes	No	Yes	No
■ Hitachi	No	No	Yes	No	No	No
■ Intecom	No	No	No	No	Yes	No
■ Lucent	Yes	No	Yes	No	Yes	No
■ Mitel	Yes	Yes	No	No	Yes	No
■ NEC	Yes	No	Yes	No	Yes	No
■ NORTEL	Yes	Yes	Yes	No	Yes	No
■ Siemens	Yes	Yes	Yes	No	Yes	No
PBX—Non-Proprietary Card Interface						
■ Analog	Yes	Yes	Yes	Yes	Yes	Yes
■ Digital (In-Band)	Yes	Yes	Yes	No	Yes	No
■ Digital (ISDN)	Yes	Yes	Yes	Yes	Yes	Yes
ACD Proprietary Interface						
■ Aspect	No	No	Yes	No	Yes	Yes
■ Rockwell	Yes	No	Yes	No	Yes	No
■ Teknekron	No	No	No	No	Yes	No
■ Lucent (DEFINITY)	Yes	No	No	No	No	No
■ Centrex	Yes	Yes	Yes	No	Yes	No
Programming Access to IVR System						
Speech Developer's Tool Kit	Yes	Yes	Yes	Yes	Yes	Yes
Graphical User Interface	Yes	No	Yes	Yes	Yes	Yes
Online (Real-time) Programming Changes	Yes	Yes	Yes	Yes	Yes	Yes
Offline Programming Changes	Yes	Yes	Yes	Yes	Yes	Yes
Remote Administration	Yes	Yes	Yes	Yes	Yes	Yes
Host Toolkit	Yes	No	Yes	No	No	No
API	Yes	No	Yes	Yes	No	No
Speech Recognition Toolkit	Yes	No	Yes	No	Yes	No
Connectivity						
Telephony						
■ Loop-start trunks	Yes	Yes	Yes	Yes	Yes	Yes
■ Ground-start trunks	No	Yes	Yes	Yes	Yes	Yes
■ T1/E1	Yes	Yes	Yes	Yes	Yes	Yes
■ DNIS	Yes	Yes	Yes	Yes	Yes	Yes
■ ANI	Yes	Yes	Yes	Yes	Yes	Yes

Criteria	Lucent Technologies	IBM*	Periphonics* Corporation	Syntellect*	InterVoice*	Edify
Model	INTUITY CONVERSANT V6.0 MAP/40 and MAP/100	DirectTalk/6000*	VPS/is 7000/9000	VocalPoint*	One Voice ROBOT OPERATOR*	Electronic Workforce 4.0
■ ISDN PRI	Yes	Yes	Yes	Yes	Yes	Yes
■ ISDN BRI	No	No	No	No	No	No
■ NFAS (shared D-channel) Yes		No	Yes	No	Yes	No
Host/Server						
■ TCP/IP	Yes	Yes	Yes	Yes	Yes	Yes
■ OSF/DCE	No	Yes	Yes	No	No	No
■ OMG/ORB	No	No	No	No	No	No
■ IBM APPC - LU6.2	Yes, Custom	Yes	Yes	Yes	Yes	Yes
■ IBM 5250/5394	Yes, Custom	Yes	No	Yes	Yes	Yes
■ Novell Netware	Yes, Custom	No	Yes	No	Yes	Yes
■ X.25	Yes, Custom	Yes	Yes	No	Yes	No
■ IBM 3270/3174 Emulation	Yes	Yes	Yes	Yes	Yes	Yes
■ Burroughs TD830 Emulation	Yes, Custom	No	Yes	No	Yes	No
■ UNISYS UTS 4040 Emulation	Yes, Custom	No	Yes	No	Yes	No
■ VT-100 Emulation	Yes, Custom	No	Yes	Yes	Yes	Yes
■ asynchronous	Yes	Yes	Yes	Yes	Yes	Yes
■ synchronous	Yes	Yes	Yes	Yes	Yes	Yes
■ Token Ring	Yes	Yes	Yes	Yes	Yes	Yes
■ Ethernet	Yes	Yes	Yes	Yes	Yes	Yes
■ SCSI	Yes	No	No	No	Yes	Varies
CTI	Yes	Yes	Yes	Yes	Yes	Yes
■ ASAI	Yes	No	No	No	No	No
■ CONVERSE Vector Step	Yes	No	No	No	No	No
■ TAPI	No	No	No	No	No	No
■ TSAPI	Yes, Custom	No	No	Yes	Yes	No
■ Windows NT	Yes (PassageWay)	No	No	No	No	Yes
■ PassageWay	Yes	No	No	No	No	No
Service/Support Availability						
Warranty	One Year	One Year	60 Days	6 Months	90 Days	Varies

Competitive Comparison Table B

Criteria	Lucent Technologies	Nortel	Nortel	Nortel	Nortel	Brite Voice
Model	INTUITY CONVERSANT V6.0 MAP/40 and MAP/100	OPEN IVR* MRS/AP	OPEN IVR MRS/Tower + AP	OPEN IVR MRS/Rackmnt. +AP	Meridian* IVR MRS/AP	VOCOM 6000
Capacities						
Channels						
▪ Analog	From 6 to 96	12 to 24	12 to 48	48/chassis	96	From 8 to 96/module
▪ Digital	From 24 to 96	12 to 24	12 to 48	48/chassis	96	From 8 to 96/module
Maximum Voice Channels	120 with bridging	12 to 24	12 to 48	12 to 48	96	96
Simultaneous Transactions	Up to 96	24	48	48	Info. Not Avail.	96 per module
System Memory	32MB to 128MB	32MB to 96MB (w/256KB Cache)	32MB (with 256KB Cache in AP unit + 32MB in MRS unit)	32MB (with 256KB Cache in AP unit + 32MB in MRS unit)	32MB with 256K Cache (expandable to 256MB with 256 CACHE)	16MB to 2GB
Disk Storage	2GB	1.05GB to 4.2GB	2.10GB to 8.4GB	2.10GB to 8.4GB	1.05GB to 4.2GB	540MB to 200+GB
Local Database Storage	Yes (Oracle 7.0)	Yes	Yes	Yes	Yes	Yes
Host Interfaces Supported	Multiple, Up to 128 LUs	Multiple	Multiple	Multiple	Multiple	Multiple
Application/Industry Focus						
Cross Industry/ Specific Focus	Yes	Yes	Yes	Yes	Yes	Yes
▪ Call Center	Yes-Packaged	Yes	Yes	Yes	Yes	Yes
▪ Customer Sales & Service	Yes-Packaged	Yes	Yes	Yes	Yes	Yes
▪ Banking/Finance	Yes-Packaged	Yes	Yes	Yes	Yes	Yes
▪ Education	Yes-Custom	Yes	Yes	Yes	Yes	Yes
▪ Hospitality	No	Yes	Yes	Yes	Yes	No
▪ Healthcare	Yes-Custom	No	No	No	No	No
▪ Human Resources	Yes-Custom	No	No	No	No	Yes
▪ Manufacturing	Yes-Custom	No	No	No	No	Yes
▪ Service Provider	Yes-Custom	Yes	Yes	Yes	No	Yes
▪ General Business	Yes-Packaged	Yes	Yes	Yes	Yes	Yes
Platform Characteristics						
Client/Server-Based	Yes	Yes	Yes	Yes	Yes	Yes
Processor (Type/Speed)	Intel Pentium/ 120MHz	Intel ALTAIR Pentium/ 75-120 MHZ	Intel 80486/66 OR 100MHz (MRS uses 80486/66MHz; AP uses Pentium/ 75 to 120 MHZ)	Intel 80486/66 OR 100MHz (MRS uses 80486/66MHz; AP uses Pentium/ 75 to 120 MHZ)	Intel ALTAIR Pentium/ 75 to 120 MHZ	RISC 6000/ 33MHz to 71.5MHz
Operating System	Based on UnixWare 1.1	UNIX (SCO UNIX ODT 3.0)	UNIX (SCO UNIX ODT 3.0) AP uses sco LITE version	UNIX (SCO UNIX ODT 3.0) AP uses sco LITE version	UNIX (SCO UNIX ODT 3.0)	AIX/6000 (UNIX 4.3BSD BERKELEY & UNIX SYSTEM LABS V.3)
Operating System: MS-Windows-Based	No	No	No	No	No	No
Operating System: Graphical User Interface	Yes	Yes	Yes	Yes	Yes	Yes
Local Database	Oracle 7.0	Yes	Yes	Yes	Yes	Info. Not Avail.
Application Software	Yes	Yes	Yes	Yes	Yes	Yes
Remote Alarming/ Maintenance	Yes	Yes	Yes	Yes	No	Yes

Criteria	Lucent Technologies	Nortel	Nortel	Nortel	Nortel	Brite Voice
Model	INTUITY CONVERSANT V6.0 MAP/40 and MAP/100	OPEN IVR* MRS/AP	OPEN IVR MRS/Tower + AP	OPEN IVR MRS/Rackmnt. +AP	Meridian* IVR MRS/AP	VOCOM 6000
NEBS-Compliant	Yes (MAP/100C)	No	No	No	No	No
ISO 9001-Compliant	Yes	No	No	No	No	No
Non-Blocking	Configuration-Dependent	Yes	Yes	Yes	Yes	No
Redundancy	Yes	No	Yes	Yes	No	Yes
■ Disk	Yes	No	Yes	Yes	No	Yes (N+1)
■ Power Supply	Yes	No	No	Yes	No	Yes (N+1)
Advanced Technologies/Features						
Call Progress Tone Recognition	Yes	No	No	No	No	Yes
Spoken Numbers	Yes	Yes	Yes	Yes	No	Yes
Control Words	Yes	Yes	Yes	Yes	No	Yes
Touch-Tone Input	Yes	Yes	Yes	Yes	No	Yes
Individual Spoken Words	Yes	Yes	Yes	Yes	No	Yes
Connected Digits	Yes	Yes	Yes	Yes	No	Yes
Large Vocabularies	Yes	No	No	No	No	Yes
■ Maximum Words	2,000	No	No	No	No	Info. Not Avail.
Screen (Menu) Response	No	No	No	No	No	No
Multilingual	Yes	Yes	Yes	Yes	No	Yes
Text-to-Speech	Yes	No	Yes	Yes	No	Yes
Rotary/Dial Pulse Recognition	Yes	Yes	Yes	Yes	No	Yes
Auto Attendant/ Call Routing	Yes	Yes	Yes	Yes	Yes	Yes
Voice Mail	No	Yes	Yes	Yes	Yes	Yes
Call Recording	Yes	Yes	Yes	Yes	Yes	Yes
Out Calling	Yes	Yes	Yes	Yes	Yes	Yes
Fax Integration	Yes	Yes	Yes	Yes	Yes	Yes
Fax on Demand	Yes	Yes	Yes	Yes	Yes	Yes
Fax Back Service	Yes	Yes	Yes	Yes	Yes	Yes
Conference Bridge	Yes	No	No	No	No	Yes
E-Mail Integration	Yes (with TTS)	No	No	No	No	No
Multiple Languages Supported	Yes	Yes	Yes	Yes	Yes	Yes
U.S. English	Yes	Yes	Yes	Yes	Yes	Yes
UK English	Yes	Yes	Yes	Yes	Yes	Yes
Australian English	Yes	Yes	Yes	Yes	No	No
European French	Yes	Yes	Yes	Yes	No	Yes
Canadian French	Yes	Yes	Yes	Yes	Yes	Yes
Spanish	Yes	Yes	Yes	Yes	No	Yes
Castilian Spanish	Yes	Yes	Yes	Yes	No	Yes
Latin American Spanish	Yes	Yes	Yes	Yes	No	Yes
Brazilian Portuguese	Yes	Yes	Yes	Yes	No	Yes
Dutch	Yes	Yes	Yes	Yes	No	No
German	Yes	Yes	Yes	Yes	No	Yes
Italian	No	Yes	Yes	Yes	No	Yes

Criteria	Lucent Technologies	Nortel	Nortel	Nortel	Nortel	Brite Voice
Model	INTUITY CONVERSANT V6.0 MAP/40 and MAP/100	OPEN IVR* MRS/AP	OPEN IVR MRS/Tower + AP	OPEN IVR MRS/Rackmnt. +AP	Meridian* IVR MRS/AP	VOCOM 6000
Russian	No	Yes	Yes	Yes	No	No
Chinese	No	Yes	Yes	Yes	No	No
Japanese	Yes	Yes	Yes	Yes	No	No
TDD (Telecom Devices for the Deaf service)	Yes	Yes	Yes	Yes	No	Yes
Simultaneously Available Languages	Yes	Yes	Yes	Yes	No	No
Number of Languages	Enhanced Basic Speech: No limit; Whole Word: 2/system; FlexWord: 1/system	Info. Not Avail.	Info. Not Avail.	Info. Not Avail.	Info. Not Avail.	Info. Not Avail.
Global Availability	Yes	Yes	Yes	Yes	Yes	Yes
Argentina	Yes	Yes	Yes	Yes	Yes	Yes
Australia	Yes	Yes	Yes	Yes	Yes	No
Belgium	Yes	Yes	Yes	Yes	Yes	No
Brazil	Yes	Yes	Yes	Yes	Yes	Yes
Canada	Yes	Yes	Yes	Yes	Yes	Yes
China	No	Yes	Yes	Yes	Yes	No
Colombia	Yes	Yes	Yes	Yes	Yes	Yes
France	Yes	Yes	Yes	Yes	Yes	Yes
Germany	Yes	Yes	Yes	Yes	Yes	Yes
Japan	Yes	Yes	Yes	Yes	Yes	No
Luxembourg	Yes	Yes	Yes	Yes	Yes	No
Mexico	Yes	Yes	Yes	Yes	Yes	Yes
Netherlands	Yes	Yes	Yes	Yes	Yes	Yes
New Zealand	Yes	Yes	Yes	Yes	Yes	Yes
Singapore	No	Yes	Yes	Yes	Yes	Yes
Spain	Yes	Yes	Yes	Yes	Yes	Yes
Thailand	Yes	No	No	No	No	No
United Kingdom	Yes	Yes	Yes	Yes	Yes	Yes
Compatibility						
Public Switched Networks	Yes	Yes	Yes	Yes	Proprietary	Yes
PBX—Proprietary Card Interface					Compatible Module	
■ Alcatel	No	No	No	No	Only	No
■ Ericsson	No	No	No	No	*	No
■ Fujitsu	No	No	No	No	*	No
■ Hitachi	No	No	No	No	*	No
■ Intecom	No	No	No	No	*	No
■ Lucent	Yes	No	No	No	*	No
■ Mitel	Yes	No	No	No	*	No
■ NEC	Yes	No	No	No	*	No
■ NORTEL	Yes	Yes	Yes	Yes	Yes	No
■ Siemens	Yes	No	No	No	*	No

Criteria	Lucent Technologies	Nortel	Nortel	Nortel	Nortel	Brite Voice
Model	INTUITY CONVERSANT V6.0 MAP/40 and MAP/100	OPEN IVR* MRS/AP	OPEN IVR MRS/Tower + AP	OPEN IVR MRS/Rackmnt. +AP	Meridian* IVR MRS/AP	VOCOM 6000
PBX—Non-Proprietary Card Interface						
▪ Analog	Yes	Yes	Yes	Yes	*	Yes
▪ Digital (In-Band)	Yes	Yes	Yes	Yes	*	Yes
▪ Digital (ISDN)	Yes	No	Yes	Yes	*	Yes
ACD Proprietary Interface						
▪ Aspect	No	No	No	No	*	Yes
▪ Rockwell	Yes	No	No	No	*	Yes
▪ Teknekron	No	No	No	No	*	No
▪ Lucent (DEFINITY)	Yes	No	No	No	*	Yes
▪ Centrex	Yes	Yes	Yes	Yes	*	Yes
Programming Access to IVR System						
Speech Developer's Tool Kit	Yes	Yes	Yes	Yes	Yes	Yes
Graphical User Interface	Yes	Yes	Yes	Yes	Yes	Yes
Online (Real-time) Programming Changes	Yes	Info. Not Avail.	Info. Not Avail.	Info. Not Avail.	Info. Not Avail.	Yes
Offline Programming Changes	Yes	Yes	Yes	Yes	Yes	Yes
Remote Administration	Yes	Yes	Yes	Yes	No	Yes
Host Toolkit	Yes	No	No	No	No	No
API	Yes	Yes	Yes	Yes	No	Yes
Speech Recognition Toolkit	Yes	No	No	No	No	No
Connectivity						
Telephony						
▪ Loop-start trunks	Yes	Yes	Yes	Yes	No	Yes
▪ Ground-start trunks	No	No	No	No	No	Yes
▪ T1/E1	Yes	Yes	Yes	Yes	No	Yes
▪ DNIS	Yes	Yes	Yes	Yes	No	Yes
▪ ANI	Yes	Yes	Yes	Yes	Yes	Yes
▪ ISDN PRI	Yes	No	No	No	No	Yes
▪ ISDN BRI	No	No	No	No	No	No
▪ NFAS (shared D-channel)	Yes	No	No	No	No	No
Host/Server						
▪ TCP/IP	Yes	Yes	Yes	Yes	No	Yes
▪ OSF/DCE	No	No	No	No	No	No
▪ OMG/ORB	No	No	No	No	No	No
▪ IBM APPC - LU6.2	Yes, Custom	No	No	No	No	Yes
▪ IBM 5250/5394	Yes, Custom	Yes	Yes	Yes	No	Yes
▪ Novell Netware	Yes, Custom	Yes	Yes	Yes	No	No
▪ X.25	Yes, Custom	No	No	No	Yes	Yes
▪ IBM 3270/3174 Emulation	Yes	Yes	Yes	Yes	Yes	Yes
▪ Burroughs TD830 Emulation	Yes, Custom	No	No	No	No	No
▪ UNISYS UTS 4040 Emulation	Yes, Custom	No	No	No	No	No

Criteria	Lucent Technologies	Nortel	Nortel	Nortel	Nortel	Brite Voice
Model	INTUITY CONVERSANT V6.0 MAP/40 and MAP/100	OPEN IVR* MRS/AP	OPEN IVR MRS/Tower + AP	OPEN IVR MRS/Rackmnt. +AP	Meridian* IVR MRS/AP	VOCOM 6000
■ VT-100 Emulation	Yes, Custom	Yes	Yes	Yes	No	Yes
■ Asynchronous	Yes	Yes	Yes	Yes	Yes	Yes
■ Synchronous	Yes	Yes	Yes	Yes	Yes	Yes
■ Token Ring	Yes	Yes	Yes	Yes	Yes	Yes■
■ Ethernet	Yes	Yes	Yes	Yes	Yes	Yes
■ SCSI	Yes	Yes	Yes	Yes	Yes	No
CTI	Yes	Yes	Yes	Yes	Yes	Yes
■ ASAI	Yes	No	No	No	No	No
■ CONVERSE Vector Step	Yes	No	No	No	No	No
■ TAPI	No	Yes	Yes	Yes	No	No
■ TSAPI	Yes, Custom	Yes	Yes	Yes	No	No
■ Windows NT	Yes (PassageWay)	No	No	No	No	No
■ PassageWay	Yes	No	No	No	No	No
Service/Support Availability						
Warranty	One Year	One Year	One Year	One Year	One Year	Info. Not Avail.

When going up against the competition, be prepared! Here are some additional resources for your use:

- ◆ **Techni-Fax.** This resource gives you the most current competitive product information 24 hours a day. Order a “snapshot” of a particular product for a brief overview and major limitations.
- ◆ **SCAN.** Published and mailed to you every two months, this magazine features articles on competitive products, basic telecom concepts, and hot trends in the industry. Always worth a read.
- ◆ **NTM Competitive Support Group.** If Techni-Fax and SCAN haven’t answered your question, call 1-800-222-1313, Monday through Friday 9:00 A.M. to 6:00 P.M. EST.
- ◆ **TACTICS Talk.** Published and mailed every two months, this newsletter features articles on competitive products, emerging markets, and hot trends geared to the large systems environment. (1-800-222-1313, Prompt 5.)

Appendix A: Features & Benefits

Here's a convenient way to reference the key features and related customer benefits of the INTUITY CONVERSANT System V6.0. The first section organizes key features by the various BusinessWorks customer requirements areas (note the icons). This listing is followed by an alphabetized glossary of features that includes a short description, details on the customer benefits, and icons identifying the applicable customer requirements area.

Key to Features by Customer Requirement Areas

Customer Sales & Service

Adjunct/Switch Application Interface (ASAI)	Customer Satisfaction Survey
Advanced Speech Recognition	Dial Pulse Recognition (DPR)
Agent Assist Suite of Solutions	Directory Assistant R2.2
Agent-Initiated Call Trace	Enhanced Basic Speech
Announcement Management	Enterprise Assist Suite of Solutions
Application Development Tools	FlexWord Advanced Speech Recognition
Automated FAXBACK	Global Documentation
Automated Information Collection	Locator
Automated Service Observation	Message in Queue
Bulletin Board	Queue Management with Custom Call Routing
Business Reach Application	Remote Administration Package
Call Classification Analysis (CCA)	Silent Sentry
Call Progress Tone Detection	Spontaneous Agent Recording
Conference Bridge	Text-to-Speech (TTS)
Customer Assist Care Center	VISA Bill Payment System ADMS Interface
Customer Assist Suite of Solutions	Whole Word Speech Recognition
Customer Experience Observation (CEO)	Word Spotting and Phrase Screening

Conferencing & Collaboration

Agent Assist Suite of Solutions	Business Reach Application
Automated FAXBACK	Enterprise Assist Suite of Solutions

Mobility & Distributed Work Force

Agent Assist Suite of Solutions	Enterprise Assist Suite of Solutions
Automated FAXBACK	Locator
Conference Bridge	Script Builder FAX Actions R3.5

Messaging & Response

Call Flow Design Tool	Multilingual Speech
Context Switch	Pentium Processor
Dial Pulse Recognition	Peripheral Component Interconnect (PCI)
Documentation	Redundant Power Supply Option
FlexWord Tool Kit	Remote Alarming
Graphical Speech Editor	Right-to-Use (RTU) Pricing
Graphical System Monitor	Script Builder
INTUITY CONVERSANT Graphical Designer R1.6	Script Builder FAX Actions R3.5
INTUITY CONVERSANT Multimedia Messaging Training System (CD-ROM)	Speech and Signal Processor (SSP)
INTUITY CONVERSANT Response Application Programming Interface (IRAPI)	System Backup

Networking

E1/T1 Card	Next Generation Tip/Ring (NGTR) Card
IVC6 card	

Feature Glossary

Adjunct/Switch Applications Interface (ASAI): INTUITY CONVERSANT System V6.0 supports ASAI, a DEFINITY ECS capability that enables dynamic port allocation, call routing, script triggering, and screen pops based on the caller's ANI or DNIS.

 This feature streamlines call handling for more efficient customer service.

Advanced Speech Recognition: INTUITY CONVERSANT System's Whole Word and FlexWord provide the capability to recognize a caller's spoken responses for use in INTUITY CONVERSANT applications.

 INTUITY CONVERSANT applications are easier for customers to use, because they provide a natural spoken interface and accessibility for customers with non-touch- tone phones.

Agent Assist Suite of Solutions: The new Agent Assist Suite of Solutions features applications designed to boost call center productivity and provide specialized customer services.

(Note: See individual application descriptions: Automated Service Observation, Agent-Initiated Call Trace, Spontaneous Agent Recording, Customer Experience Observation, Customer Satisfaction Survey, Conference Bridge, and Graphical System Monitor. Also see the Customer and Enterprise Assist Suites of Solutions for additional applications.)

 This feature improves productivity and effectiveness of agents and supervisors in call centers within and outside the U.S.

 This suite provides conferencing capabilities that can enhance the collaborative efforts of call center agents.

 This suite accommodates agents working remotely with conferencing capabilities that can connect agents whether they're off-site or on the premises.

Agent-Initiated Call Trace: This application, included in the Agent Assist Suite of Solutions, gives agents a tool for recording and storing customer calls, such as malicious or emergency calls.

 This enhances agent efficiency with a quick and accurate method for recording calls.

Announcement Management: This feature, included in the Customer Assist Care Center application, gives callers waiting in queue the option of listening to standard, delay, and dynamic announcements.

 This feature improves customer service by enhancing caller wait times.

Application Development Tools: This release supports a variety of tools used to develop INTUITY CONVERSANT applications. These include Script Builder, the INTUITY CONVERSANT Graphical Designer R1.6, the Call Flow Design Tool, and IRAPI. In addition, the Graphical Speech Editor and FlexWord Tool Kit are available for modifying speech and vocabulary used in applications.

 These tools give customers the flexibility to create applications and specialized word lists to meet the specific needs of their business.

Automated FAXBACK: This application, included in the Enterprise Assist Suite of Solutions, enables callers to request a faxback of multiple documents or a listing of available fax documents.

 This improves customer service by providing efficient, automated, anytime, anywhere access to key documents and various business information.

 Provides faxback services that support customers calling in from any remote location.

Automated Information Collection: This application feature of Customer Assist Care Center automates the process of collecting simple information from callers.

 This feature improves customer service by automating services for 24x7 accessibility.

Automated Service Observation: This application, included in the Agent Assist Suite of Solutions, enables call center supervisors to schedule and automatically record agent interaction with customers.

 This enhances supervisory efforts by providing convenient, time-saving methods for assessing agent performance

Symbology



Bulletin Board: This feature, included in the Customer Assist Care Center application, gives callers self-service access to various types of information, from prerecorded messages to orderable documentation.

-  This feature improves customer service by providing automated access to information and services.

Business Reach Application: Part of the Enterprise Suite of Solutions, this application provides a series of easy-to-use PC-based templates to automate common business functions. Templates are included for: auto attendant, bulletin board, DNIS routing, form filler, dynamic port allocation, and survey builder.

-  Enables customers to more quickly automate their processes to enhance efficiency and improve customer service.
-  With its bulletin board, survey, and form filler templates, Business Reach makes it easier for employees and customers to work together and collaborate efforts.

Call Classification Analysis (CCA): INTUITY CONVERSANT System V6.0 provides CCA for more robust full-featured call progress tone detection. CCA (available in the U.S. only) enables INTUITY CONVERSANT applications to decipher call progress tones and perform intelligent call transfers.

-  Customers get more efficient, consistent call handling with intelligent transfers linked to automated applications.

Call Flow Design Tool: This tool is a module of the INTUITY CONVERSANT Graphical Designer R1.6. The main difference between the two is that the Graphical Designer gives customers additional software to generate application code and install/run applications on the INTUITY CONVERSANT System.

-  This module enables customers to design, simulate, and test call flows. It also allows multiple developers to generate call flow designs simultaneously.

Call Progress Tone Detection: This feature, new with INTUITY CONVERSANT System V6.0 digital connections, provides the capability to detect call progress tones, such as busy, dial tone, ringing, speech on answer, and reorder with a digital lineside E1/T1 card.

-  This feature enables more efficient, consistent call handling with intelligent transfers linked to automated applications.

Conference Bridge: This application, included in the Agent Assist Suite of Solutions, gives agents the ability to conference with other agents and supervisors. This feature is useful for requesting assistance during a customer call or for conducting weekly staff meetings.

-  This enhances agent efficiency and responsiveness to customers by providing a convenient way to request assistance.
-  This application improves the conferencing capabilities for agents and others in the call center.
-  This application enables collaboration among agents, whether they're working remotely or in the call center.

Context Switch: This feature improves the flow of information between applications. Context switch provides the flexibility to collect and pass caller-collected information between applications, execute additional scripts, and return to the original application.

-  Provides a time-saving tool for developing more powerful applications.

Customer Assist Care Center: This application, the first in the Customer Assist Suite of Solutions, provides numerous capabilities that enhance a call center's queue and resource management capabilities.

Note: For additional information see the individual features: Announcement Management, Automated Information Collection, Bulletin Board, Message in Queue, and Queue Management with Custom Call Routing.

-  This application improves customer service levels with a variety of automated capabilities.

Customer Assist Suite of Solutions: INTUITY CONVERSANT System V6.0 offers the new Customer Assist Care Center solution (part of the suite) with capabilities for enhancing queue management with custom call routing, announcement management, message in queue, bulletin boards, and automated information collection. (See Agent Assist Suite of Solutions for additional call center solutions.)

-  This feature enhances customer service capabilities in call centers within and outside the U.S.

Customer Experience Observation (CEO): This application, included in the Agent Assist Suite of Solutions, enables complete recording of a caller's interaction with the call center, including automated applications/responses and agent conversations.

-  This provides a convenient method for call centers to assess and improve their responsiveness and interactions with customers.

Symbology			
	Customer Sales & Service		Conferencing & Collaboration
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			Networking

Customer Satisfaction Survey: This application, included in the Agent Assist Suite of Solutions, enables call centers to conduct surveys automatically upon completion of a customer call.

-  This provides a quick and efficient way to assess customer satisfaction with call center performance.

Dial Pulse Recognition (DPR): This feature enables INTUITY CONVERSANT applications to recognize dial pulse signals from rotary or push-button phones.

Note: DPR is generally available in the U.S. and Brazil. If your customer needs DPR within another country, contact your MM&R Global Channel Support Team for availability information.

-  Callers with a dial pulse phone can take full advantage of a call center's INTUITY CONVERSANT applications.
-  Opens new markets by providing automated services to customers with dial pulse phones.

Directory Assistant R2.2: This application is included in the Enterprise Assist Suite of Solutions and provides an assortment of automated directory services to help callers reach personnel within a business.

-  Callers have the flexibility of 24-hour access with numerous reach numbers, combined with an easy-to-use spoken interface.

Documentation: The *System Description* and *Application Design Guidelines* will be translated into native languages to support customers outside the U.S. In addition, all INTUITY CONVERSANT V6.0 documentation will be available in CD-ROM format.

-  Gives customers documentation in their native language for improved usability and support and enhances accessibility by providing documents in CD-ROM format.

E1/T1 Card: This new E1/T1 card provides digital connectivity (both lineside and direct-to-network) for customers within/outside the U.S. and supports call progress tone detection, fewer physical connections, and faster transmission speeds than analog lines.

-  One card serves all global markets, provides faster and more efficient digital connectivity, offers improved call handling, and is priced better than analog.

Enhanced Basic Speech: Enhanced basic speech (formerly called standard speech) is available in 14 languages for use in voice prompts, announcements, and various responses to callers. There is no limit to the number of languages per system, but only one language is allowed per application.

-  This feature provides increased language support for our global customers.

Enterprise Assist Suite of Solutions: This suite offers several packaged applications and numerous templates that can be modified to deliver quick solutions for customers. The new applications include: Remote Administration Package, Locator, and Business Reach (which also provides templates: auto attendant, bulletin board, DNIS routing, form filler, dynamic port allocation, and survey builder). Additional applications are the Directory Assistant R2.2, Automated FAXBACK, and Silent Sentry.

Note: These applications are also listed and described individually.

-  Gives customers a quicker path to the applications they need to automate common business functions.
-  Provides bulletin board, survey, and form filler capabilities to facilitate collaboration among employees and customers.
-  Provides faxback and locator services that support callers and customers on the go.

FlexWord Advanced Speech Recognition: This speech technology enables advanced speech recognition with a customized vocabulary of up to 2,000 words and phrases defined by the customer. With INTUITY CONVERSANT V6.0, FlexWord provides these capabilities in up to five different languages.

-  Enhances caller contact with speech recognition that is more flexible and available in native languages.

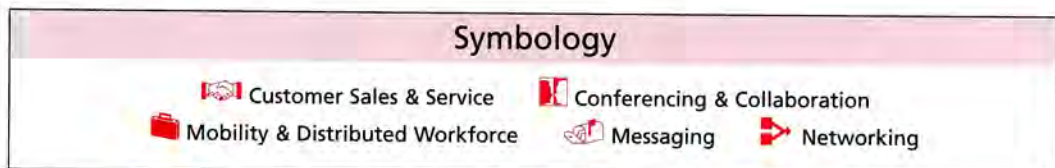
FlexWord Tool Kit: INTUITY CONVERSANT System V6.0 provides the optional FlexWord Tool Kit, with tools and documentation to create, verify, and fine-tune phonetic definitions of FlexWord vocabulary words. This Tool Kit is used in conjunction with TTS, which provides feedback on phonetically spelled words and aids in word tuning.

Note: Given this interaction with TTS, which is currently available in U.S. English only, the FlexWord Tool Kit will be available to developers and customers in the U.S. and to developers or in-country technical specialists outside the U.S.

-  Customers get a full range of options for developing customized vocabularies.

Graphical Speech Editor (GSE): INTUITY CONVERSANT System V6.0 provides GSE, a tool that enables developers to record and manipulate (cut and paste) speech files for INTUITY CONVERSANT applications.

-  Speech editing capabilities save development time and expense.



Graphical System Monitor: This application, included in both the Remote Administration Package application and the Agent Assist Suite of Solutions, enables administrators to monitor critical INTUITY CONVERSANT functions from their desktop PCs.



This enhances administrative efforts with convenient, time-saving monitoring tools.

INTUITY CONVERSANT Graphical Designer R1.6: The Graphical Designer is a convenient Windows-based application development tool that enables customers to develop their own INTUITY CONVERSANT applications.



Customers can design their own applications from the convenience of their desktop PCs using a flexible yet powerful alternative to Script Builder.

INTUITY CONVERSANT Multimedia Messaging Training System (CD-ROM):

This training provides information on INTUITY CONVERSANT V6.0 hardware, administration, system features, and the UNIX interface in CD-ROM format for PC-based accessibility.



Customers can access and use CD-ROM training at their convenience from their desktop PCs.

INTUITY CONVERSANT Response Application Programming Interface (IRAPI):

With IRAPI, developers can code their INTUITY CONVERSANT applications in the “C or C++” programming language supported by UnixWare.



Gives developers a choice of coding languages and provides enhanced development with the powerful “C or C++” programming language.

IVC6 Card: The new IVC6 card provides analog connectivity and future universal (voice and fax) port capability.



Customers have an analog connection that positions them for future developments in universal ports.

Locator: This new application is included in the Enterprise Assist Suite of Solutions and enables callers to enter their zip code or area code to find the nearest business location.



Offers automated anytime access for enhanced caller services and improved employee productivity.



Helps customers “on the go” find a particular location quickly and easily.

Note: This PEC-coded application is sold and supported through INI. See *Appendix C: Support Information* for contact numbers.

Message In Queue: This feature, included in the Customer Assist Care Center application, gives callers the convenience of leaving a message, rather than waiting for an agent. Callers can request an immediate call back or schedule a return call.



This feature reduces caller frustration and improves customer service by providing alternatives to waiting in queue.

Multilingual Speech: Most of the speech technologies in INTUITY CONVERSANT V6.0 accommodate multilingual speech. This includes: Enhanced Basic Speech, Whole Word speech recognition, and FlexWord advanced speech recognition. These multilingual capabilities extend to Script Builder and the INTUITY CONVERSANT Graphical Designer.

-  This feature enables customers outside the U.S. to conduct business and design applications using speech in their native language.

Next Generation Tip/Ring (NGTR): This NGTR card meets the new analog connection standards required internationally. This card is easily tuned to meet the needs of customers outside the U.S. and provides universal (voice and fax) port capability for the future.

-  International customers get an analog connection that meets their current needs and future positioning.

Pentium Processor: The INTUITY CONVERSANT System V6.0 platform includes Intel's powerful Pentium processor.

-  The Pentium processor brings increased capacity and flexibility for future growth.

Peripheral Component Interconnect (PCI): INTUITY CONVERSANT System V6.0 supports the industry trend toward PCI bus and backplane, with three slots on MAP 100 and MAP 100C for future use with peripheral devices, such as video controllers and high-speed LANs.

-  Customers have an industry-standard PCI bus that will be used for future enhancements.

Queue Management with Custom Call Routing: This feature, included in the Customer Assist Care Center application, gives call centers a more effective way to manage their queues with accurate custom call routing.

-  By routing callers to designated agents, this feature enables more personalized customer service and eliminates the frustrating need to transfer calls between agents.

Redundant Power Supply Option: Customers have the option of adding a second dual power supply for redundancy or an external UPS (battery backup) to their MAP 100.

-  Gives customers a choice of backup methods for administrative flexibility and price advantages.



Remote Alarming: This feature automatically notifies the TSC when certain error conditions are found on the INTUITY CONVERSANT System.



Automated alarming ensures more timely resolution of error conditions, which improves system availability rates.

Remote Administration Package: This application, included under the Enterprise Assist Suite of Solutions, provides three applications: Graphical System Monitor, Graphical Board Manager, and Graphical Report Manager. These applications enable administrators to perform remote monitoring, administration, and report generation from their desktop PCs.



This enhances business operations with convenient, time- and cost-saving administrative monitoring and reporting tools.

Right-to-Use (RTU) Pricing: INTUITY CONVERSANT System V6.0 offers speech technologies priced by channel or by system. Customers can simply license the number of channels they need of Text-to-Speech, dial pulse recognition, Whole Word speech recognition, and FlexWord ASR.



This feature provides flexible entry level pricing, promotes sampling of different speech technologies, enables customers to purchase what they need, and increases potential for aftermarket sales.

Script Builder: Script Builder is an optional application development tool. Script Builder gives developers all the components needed to build custom applications using the terminal attached to the INTUITY CONVERSANT System. With V6.0, Script Builder offers language support in the appropriate syntax for the target countries.



Customers can design their own INTUITY CONVERSANT applications.

Script Builder FAX Actions R3.5: This application is used with Script Builder to add fax capabilities to INTUITY CONVERSANT applications developed by a customer's development staff. It facilitates capabilities such as: fax delivery, receipt, retry, fax signal detection, and scheduled fax time.



Provides fax capabilities for applications that support workers and customers from any remote (fax-enabled) location.



Customers can add fax capabilities to their existing INTUITY CONVERSANT to improve responsiveness to customers.

Silent Sentry: This application is included in the Enterprise Assist Suite of Solutions. Silent Sentry automatically monitors the INTUITY CONVERSANT System and notifies appropriate personnel when error events are detected.



Improves the efficiency of system monitoring tasks and optimizes system availability for callers.

Spontaneous Agent Recording: This application, included in the Agent Assist Suite of Solutions, gives agents a versatile method for recording an entire customer call or merely a portion, such as a verbal authorization statement.

 This enhances agent efficiency with a quick and accurate method for recording calls.

System Backup: INTUITY CONVERSANT V6.0 features improved diagnostic capabilities and speech data collection for enhanced application tuning.

 Enhancements make it easier to identify and resolve conditions to assure continued system performance.

Text-to-Speech (TTS): INTUITY CONVERSANT System V6.0 offers TTS in U.S. English only. TTS, an alternative to prerecorded speech, reads written text (ASCII format) and translates it to computer-generated synthesized speech.

 This feature utilizes existing database information which eliminates the time and expense of prerecording and storing large volumes of data.

VISA Bill Payment System ADMS Interface: This new application connects a bank's INTUITY CONVERSANT to the VISA payment network and enables customers to pay their bills over the phone (using a custom bill payment application from SDO).

 Lucent Technologies customers that are VISA member banks can benefit from same day bill pay capability with the convenience of automated, anytime access.

Whole Word Speech Recognition : INTUITY CONVERSANT System V6.0 supports Whole Word speech recognition in 11 languages. Each language is capable of recognizing numbers (0-9) , "oh," "yes," and "no" in the appropriate language. The native language is generally available and one additional language per system can be added, as needed.

 This feature provides basic speech recognition with the language flexibility required by multinational customers.

Word Spotting and Phrase Screening: This speech recognition capability enables INTUITY CONVERSANT applications to screen out unnecessary words and phrases and spot the key words they need.

 This feature provides easier, more natural, spoken interface for callers.

Symbology

 Customer Sales & Service  Conferencing & Collaboration
 Mobility & Distributed Workforce  Messaging  Networking

Notes:

Appendix B:

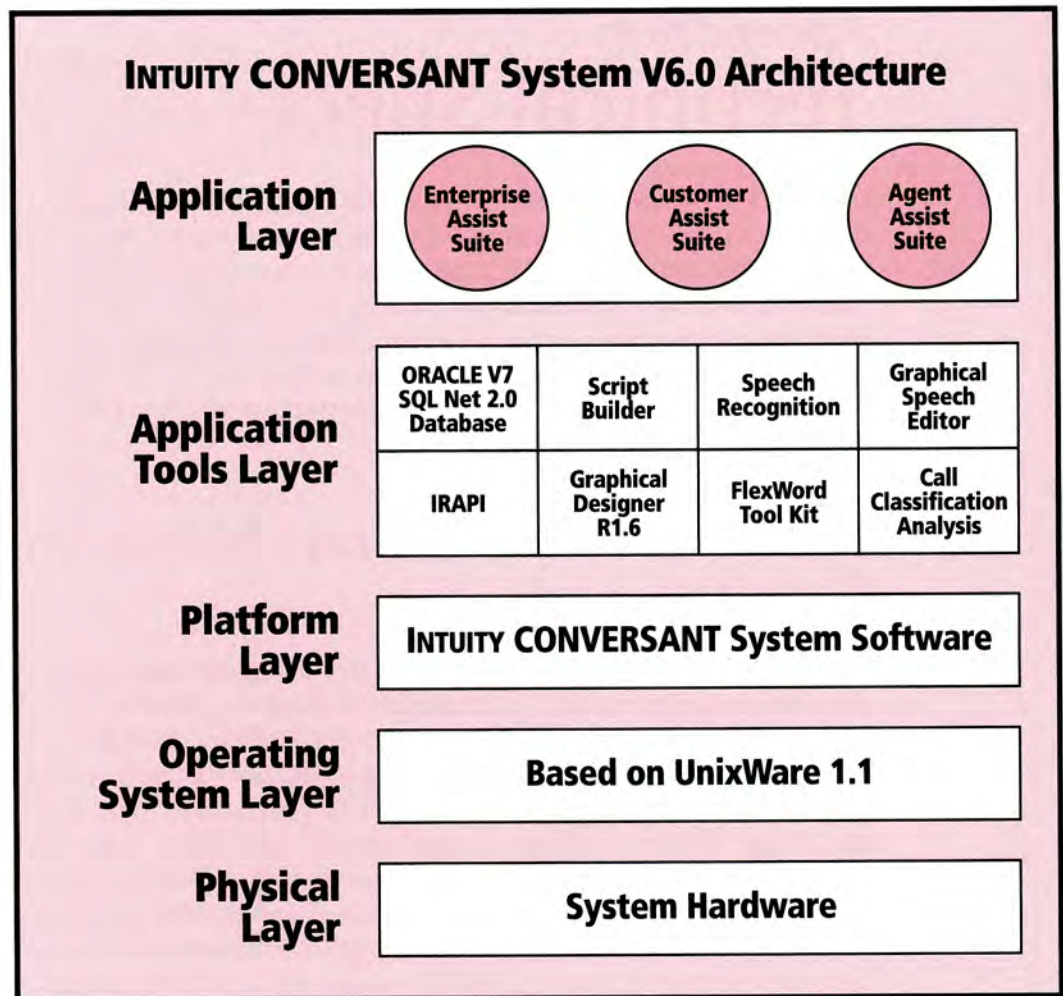
Technical Specs

This section provides a wide range of information pertaining to the powerful INTUITY CONVERSANT System V6.0 platform. If you are new to this offer, keep reading for a general overview plus descriptions of the many components that make up INTUITY CONVERSANT System V6.0. Those of you who are familiar with the components may wish to skip ahead to the table that provides a comparison of the various releases. This section also contains hardware and software requirements as well as information on features that are not supported and upgrade considerations.

The INTUITY CONVERSANT System V6.0 Platform

The INTUITY CONVERSANT System is Lucent Technologies' premier platform for providing customers with leading-edge multimedia response solutions. It is designed to meet a wide variety of business needs by providing a platform that can support any size or complexity of applications that your customers may have. The system's flexibility allows businesses to purchase INTUITY CONVERSANT for a specific application, and later expand system capabilities to support additional applications. Even more powerful is the system's ability to run multiple applications simultaneously. In fact, some of our INTUITY CONVERSANT customers have multiple systems and applications networked together. With its processing capacity, system flexibility, and advanced technologies, the INTUITY CONVERSANT platform offers a solution that can meet the needs of many businesses both now and into the future. This gives your customers the highest level of system performance combined with investment protection.

To help you get acquainted with this powerful platform, this section provides a diagram depicting the basic system architecture, followed by detailed descriptions of all of the platform components.



System Architecture

For maximum flexibility, the INTUITY CONVERSANT System V6.0 sports a 5-layer hierarchy of integrated hardware and software as follows:

- ◆ **Physical Layer:** The actual hardware components for the system.
- ◆ **Operating System Layer:** INTUITY CONVERSANT 6.0 builds its multitasking capabilities based on the UnixWare 1.1 operating system.
- ◆ **Platform Layer:** INTUITY CONVERSANT 6.0 is the standard system software providing the basic integrated multimedia processing capability.
- ◆ **Application Tools Layer:** This layer provides a variety of specialized technological capabilities and development tools that enable INTUITY CONVERSANT to support many enhanced application programs.
- ◆ **Applications Layer:** This layer contains the packaged and custom applications used by callers. They are either packaged or custom-designed for a customer.

A more detailed description of each layer follows.

The Physical Layer

Hardware

The actual hardware consists of a modular platform called the Multiple Application Platform (MAP), which has been developed specifically for multimedia processing. This platform has the capability of processing multiple transactions of up to 96 simultaneous callers per system. The MAP contains the following components:

- ◆ System controller
- ◆ Speech and Signal Processing (SSP) board
- ◆ Telephony-related boards (analog and digital)
- ◆ Data-related interfaces (host, LAN)
- ◆ Optional components

Each customized INTUITY CONVERSANT system contains a combination of these components, based on the customer's existing communications environment and application requirements.

The MAP is available in three configurations:

- ◆ MAP 40
- ◆ MAP 100
- ◆ MAP 100C

In a LAN environment, multiple MAPs may share monitors and keyboards.

MAP Specifications

The system hardware is composed of the following:

- ◆ The MAP, as the system controller, uses an upgradeable Intel Pentium 120 processor
- ◆ AC power
- ◆ 32 Mbytes of RAM (minimum) is required and can grow to 128 Mbytes
- ◆ Hard disk drives:
 - MAP 40 and MAP 100: on-board SCSI 2.0 Gbyte hard disk and controller
 - Optional second 2.0 Gbyte hard disk for backup disk mirroring or additional storage

- ◆ Large circuit board capacities:
 - MAP 40 provides 8 ISA passive backplane slots (for optional cards) to provide capacity for enhanced technologies.
 - MAP 100 provides 18 ISA passive backplane slots (for optional cards) to provide expanded capacity for enhanced technologies; 3 PCI slots are also included for future use.
- ◆ System controller designed for high power and thermal requirements, providing serviceability to all critical components in 10 minutes or less
- ◆ 2 Gbyte streaming tape drive
- ◆ 1.44 Mbytes 3.5" floppy disk drive
- ◆ Two asynchronous ports, one dedicated for a support connection, the other available for any serial interface (modem or host connection)

MAP Design Advantages

The MAP platform boasts the following benefits:

- ◆ **Cost-Effective Growth:** INTUITY CONVERSANT is modular. Customers can purchase a system scaled to their current needs, and easily add capacity, applications, and new technologies as they become available. The advanced digital architecture and ISA/PCI-bus and backplane easily facilitate feature and technology additions.
- ◆ **Administrative Ease:** with modular growth and the ability to mix and match technologies, customers can manage and maintain a single INTUITY CONVERSANT system, rather than managing multiple systems, each with its own voice response functionality.
- ◆ **Total Investment Protection:** with a modular "grow as you go" platform that continues to support emerging technologies, such as digital connectivity, a Pentium 120 processor, and the PCI bus and backplane for future growth.
- ◆ **Resource Sharing:** the advanced modular design allows INTUITY CONVERSANT to share hardware components and system files. For example, it can access local database tables and speech files and use them in numerous applications on the system, which saves storage space and makes the system easier to maintain.
- ◆ **Multiple Simultaneous Transactions:** multiple applications and interfaces may co-reside on a single INTUITY CONVERSANT system. Plus, different types of applications can run simultaneously on a multi-channel system or ports can be dynamically allocated.

MAP Network Access

The INTUITY CONVERSANT MAP platforms will support both analog or digital interface options to provide your customers with the flexibility to configure their INTUITY CONVERSANT applications in multiple, or a combination of, access arrangements.

Via PBX (DEFINITY ECS or other) (see Note)

- ◆ Analog Loop Start
- ◆ Lineside E1/T1 digital

Note: DEFINITY ECS is available both within/outside the U.S. At present, other PBXs are supported in the U.S. only.

Via Public Network:

- ◆ Analog Loop Start
- ◆ DS1/E1/T1
- ◆ ISDN-PRI

Note: At present, direct connections are supported in the U.S. and Canada only.

MAP Hard Disk Drives and Storage Capacity

INTUITY CONVERSANT MAP 40 and MAP 100 are equipped with a Small Computer Systems Interface (SCSI) for connection of hard disk drives. INTUITY CONVERSANT MAP 40 or MAP 100 with a single 2.0 Gbyte disk will store approximately 78 hours of 32 kbps Adaptive Differential Pulse Code Modulation (ADPCM) speech or 157 hours of 16 kbps Code Excited Linear Prediction (CELP) speech

In addition, the MAP 40 and MAP 100 offer a powerful option designed to provide additional applications and data protection: SCSI hard disk mirroring for automatic backup of all data residing in the MAP 40 or MAP 100. This feature uses a second 2.0 Gbyte hard disk drive for the storage of the duplicated data. Because this second 2.0 Gbyte disk is used as backup, it does not double the storage capacity.

Voice Response Components: System Controller

The main Intel Pentium 120 processor is responsible for managing the port boards, providing system diagnostics, and generating reports. Each of the distributed processors support speech management, signal processing, or other board-specific needs.

Each port board is equipped with Digital Signal Processors (DSPs) and general purpose processors that support voice processing requirements. As the system capacity expands, so does the system's processing power.

Voice Response Components: Speech and Signal Processor (SSP Boards)

The SSP board is a multipurpose board used in many advanced call processing functions. It is required in systems using an E1 or T1 digital interface to provide speech coding and playback. This board also enables customers to mix and match the following types of advanced technologies on a single board:

- ◆ FlexWord
- ◆ Whole Word
- ◆ Text-to-Speech
- ◆ Dial Pulse Recognition
- ◆ Call Classification Analysis

The INTUITY CONVERSANT can provide speech coding and playback in six different coding rates, each associated with a different quality of voice reproduction. These coding rates are:

- ◆ 64 kbps Pulse Code Modulation (PCM)
- ◆ 16 kbps ADPCM
- ◆ 32 kbps ADPCM
- ◆ 16 kbps Sub Band Coding (SBC)
- ◆ 24 kbps SBC
- ◆ 16 kbps CELP

Different speech coding algorithms are associated with different qualities of voice digitization and hard disk storage consumption. The better the voice reproduction, the greater the amount of disk space required.



Rates and Sound Quality

The INTUITY CONVERSANT features a variety of rates that enable customers to select the best balance of sound quality and disk storage requirements. Ask your customers:

- **Is sound quality the most critical?** The customer may be willing to do with less storage space, or increase disk space.
- **Is storage more important?** The customer may be willing to settle for a lesser quality recording, or increase disk space.

Voice Response Components: Telephony-Related Boards

There are three different Telephony-related boards available. Each provides a different interface and accomplishes different tasks.

Telephony-Related Boards	Description
IVC6 Board/NGTR Board	Both boards provide a 6-port analog loop start interface to a PABX, ACD, or directly to public switched analog facilities. These boards: ■ decode incoming touch tones ■ play back the prerecorded speech used by the application ■ record and digitize the caller's voice when the system is used for voice-capture applications
E1/T1 Board: configured to support lineside T1 interfaces	This board provides a digital interface configuration consisting of up to 24 channels supported by the SSP Board. The E1/T1 board provides: ■ telephone network interface ■ touch-tone decoding ■ support for DEFINITY ECS call progress tone detection The SSP board handles speech-related functions, such as speech coding and playback. The T1 board handles all 24 voice channels of the T-span.
E1/T1 Board: configured to support lineside E1 interfaces	This board provides a digital interface configuration consisting of up to 30 channels supported by an SSP Board. The E1/T1 board provides: ■ telephone network interface ■ touch-tone decoding ■ support for DEFINITY ECS call progress tone detection The SSP board handles speech-related functions, such as speech coding and playback. The E1 board handles all 30 voice channels of an E1 link.

Voice Response Components: Host Interface

There are various options available for interfacing with external host databases. Note that the INTUITY CONVERSANT V6.0 will support one asynchronous plus two synchronous interface boards and one TCP/IP interface board.

Interface	Description
Synchronous Interface	One or two SNA/SDLC synchronous or bisynchronous data communications interface cards may be used. The system can support simultaneous host communications on every system port. File transfer and data transmission speeds of up to 56 kbps are also supported. A synchronous interface allows the system to emulate a 327-C cluster controller using SNA/SDLC 3274-C protocol, supporting up to 128 individual host sessions or logical units.
Asynchronous Interface	One 8-port asynchronous interface card can be used with multiple asynchronous hosts or when an optional modem and asynchronous host connection are both needed.
TCP/IP Interface: Ethernet and Token Ring	One TCP/IP LAN connection is available with either an Ethernet card or one Token Ring card.

Optional Components

The following components are used in conjunction with the various INTUITY CONVERSANT applications.

Component	Description
LAN Interfaces	TCP/IP LAN connections are available in an Ethernet or Token Ring connection.
ISDN-PRI Interface	INTUITY CONVERSANT V6.0 can support up to 119 voice channels over a single D-channel for T1.
ASAI over the LAN	Adjunct Switch Application Interface is supported by an Ethernet board on systems requiring this application.
Remote System Administration Interface (RMB) (initially available in the U.S. only)	Remote access to the INTUITY CONVERSANT provides command-line level access to voice system administration, system maintenance, and all UNIX administration and maintenance. Remote access from Lucent Technologies' supported terminals or PCs additionally provides access on the forms and menu level to voice system administration, maintenance, and Script Builder. With INTUITY CONVERSANT, remote access is available through asynchronous RS-232 serial ports connected to modems. Numerous modem types and speeds are supported by the INTUITY CONVERSANT. Ethernet and Token Ring connected systems have access to other INTUITY CONVERSANT MAP 40 and MAP 100 systems.
Additional RAM	Available in 16 or 32 Mbytes, which must be paired on the Pentium.
Printer	Printer and cable for hard copy of administrative reports are recommended.
Additional Analog or Digital Cards	Additional ports can be used to expand system call capacity, or for call bridging and call transfer applications where some agent functions are automated by the INTUITY CONVERSANT System.

The Operating System Layer

The MAP operating system is based on UnixWare 1.1 and provides the foundation set and utilities needed for INTUITY CONVERSANT MAP 40 and MAP 100 operations. UnixWare software is the natural choice for INTUITY CONVERSANT because of its multitasking capability.

Just consider: an INTUITY CONVERSANT system must function as a device that handles multiple calls and transactions, all starting and ending at different times and following different paths, in most cases calling on different application scripts or even entirely different application packages.

This kind of fundamental multitasking operating environment virtually demands an operating system with the highest levels of multitasking performance—and industry experts agree, that system is UnixWare.

In fact, recent trends in the computer and networking industry point to a strong future for UnixWare, as more and more software designers, network and system integrators, and other industry specialists reconsider the value it has to offer. And as distributed client-server networks and databases move to include UnixWare as part of their designs, our INTUITY CONVERSANT will already be positioned to fit within this architecture.



Why "Based On?"

We state that the INTUITY CONVERSANT is "based on UnixWare" because our version of UnixWare does not necessarily feature the same capabilities that an "off the shelf" version might have. Making this distinction "up front" can help to prevent customer confusion later on.

The Platform Layer

INTUITY CONVERSANT System Software

At the heart of the INTUITY CONVERSANT System is the system software which connects together the various pieces of the platform and provides the basic voice processing and response capabilities of the system. Elements of this platform layer include:

- ◆ **Operation, Administration, and Maintenance Functions:** cover system monitoring, running reports, assigning applications to ports, getting channels into service, and performing diagnostic and troubleshooting tasks
- ◆ **Speech Technologies:** encompass all the capabilities for interactive voice processing and response including voice coding and playback, system prompts, and Text-to-Speech, as well as touch-tone, dial-pulse, and speech recognition
- ◆ **Telephony Interfaces:** provide the software support for the telephony links that connect the DEFINITY ECS (caller) with the INTUITY CONVERSANT system (application) and include Analog (Tip/Ring), Digital T1, E1, ISDN-PRI, and ASAI over Ethernet
- ◆ **Application Tools:** cover the set of application generation tools available under the INTUITY CONVERSANT system software (see *Application Tools Layer* below)
- ◆ **Host Access/Data Interfaces:** refer to the set of host (mainframe) interfaces available in INTUITY CONVERSANT, which currently includes: IBM 3270, Ethernet, TCP/IP, Asynchronous, Token Ring, and IBM 5250 (available from SDO or an ISV)
- ◆ **Networking Connectivity:** covers the different data communications networks supported by INTUITY CONVERSANT system software. Currently, this is TCP/IP.
- ◆ **Alarm Options:** support a number of alarm options to help your customers ensure that their systems perform with maximum reliability. These options are described in the following table.

Alarm Option	Description
Netview Alarm (optional)	The UnixWare system uses the Error Tracker log as a reporting mechanism. When an error occurs, Error Tracker is notified and consults a "rules" file to determine what action to take. The Netview Alarm feature transmits error messages classified as major and critical to the host as Operator-Originated Alerts over the 3270 host interface.
Remote Alarming	This feature enables specific alarms to trigger outcalling to the Technical Service Center (TSC) for error resolution.

Application Tools Layer

This layer contains the optional software that developers use to create and maintain custom applications for the INTUITY CONVERSANT System. These application tools are described below.

Note: These tools are available for use by a customer's development staff as well as by our various Independent Software Vendors (ISVs).

Script Builder

Script Builder is an optional software package designed to assist in the development of custom voice response applications. It is a menu-driven, screen-oriented tool that can be used by a broad range of clients. An application developer uses Script Builder through its menu-oriented interface. By simply highlighting action steps with cursor movements and pressing the return key, the developer builds the basic transaction flow. The developer then further defines each action, records the appropriate speech phrases, and installs the application.

What are some of the benefits of Script Builder? It enables:

- ◆ developers to generate applications through a menu-driven operation that eliminates the need to recall the obscure commands and syntax of a new programming language
- ◆ your customers to create or modify their own applications whenever necessary without having to depend on outside programming resources

Script Builder features the following capabilities:

- ◆ **Development Platform:** Script Builder is normally used in an online system. If desired, a separate system for applications development can be used and software can be loaded to online systems via disk or tape.
- ◆ **Application Modularity:** Script Builder provides modular application design. For example, portions of an application can be copied for use within the same application. In addition, the "exec" instruction allows a script to execute another script. This means libraries of script modules can be executed as needed and multiple developers can work on the same application in separate modules.
- ◆ **Language-Developed, Menu-Oriented Screens:** The menu-driven, command structure (see Note) of Script Builder makes it very easy to develop and maintain applications on the platform. It is not necessary for applications to be written by an experienced programmer. Instead, they can be created by someone who has an understanding of the application and has attended the 4- or 5-day training class on Script Builder. Lucent Technologies has designed Script Builder to give our customers the option of maintaining total control and responsibility for their applications.

Note: With INTUITY CONVERSANT V6.0, the Script Builder menu interfaces support both enhanced basic speech and speech recognition in: Japanese, Dutch, German, Latin-American Spanish, Castilian Spanish, U.K. English, Australian English, Brazilian Portuguese, French, and Canadian French. It also supports enhanced basic speech in Cantonese, Mandarin, and Hindi.

- ◆ **Online Changes:** Applications can be easily changed and updated online. Through the window-driven administration program, users can change application assignments on the system. The system verifies the new application name and the identity of the channels where it is to be assigned. Next, the system allows unfinished calls in the old application to be completed before changing to the new application.
- ◆ **On-Site Voice Recording and Editing:** The Script Builder application generator also lets users make on-site changes to the script and voice file. To record and edit speech, a developer assigns the voice coding program to one of the system's phone ports. This enables the developer to simply call into the system and enter speech through a common telephone.

Script Builder Components	Description
Local Database Tables	■ This component allows the developer to create local databases on the system using ORACLE V7 SQL Net 2.0, an industry-standard SQL relational database management system. ■ Script Builder incorporates the SQL database administration and management functionality, making its use completely transparent so the developer is not required to learn an additional language. ■ INTUITY CONVERSANT provides from 3 to 15 additional fields per record with the addition of Advanced DBMS software.
Parameters	■ This component is used to define the operating environment of the system and the application, such as hours of service, presence or absence of a host computer, or special considerations for holidays.
Speech Administration	■ With this component, the speech prompts and phrases used by the system are recorded, digitized, and stored in the system in appropriate files. Speech can be input by telephone, a microphone, or from a previously professionally recorded audio tape. ■ This component is especially easy to use because the developer assigns easy-to-remember speech phrase tags, using plain descriptions of what they are, rather than designating them by some arbitrary number. ■ This component is useful for prototyping new applications because it gives the developer the ability to record the speech on-site prior to testing the application.
Transaction Definition	■ This component allows the developer to specify the flow of the transaction between the caller, the system, and the host computer. ■ The application is created by highlighting action steps such as answering the telephone, prompting the caller for touch-tone input, and pressing the return key. Each step can be further defined, for example, by specifying the speech to be played or the number of touch-tone digits to accept.
External Functions and External Actions	■ These options, available as part of the Transaction Definition for more experienced programmers, provide the flexibility to insert more complex sections of script language or C language coding into the applications. ■ <i>External Functions</i> include a library of special routines such as time, date, and string conversions that are commonly used. ■ <i>External Actions</i> are definable routines that allow the use of advanced features such as call bridging and voice mail. With these functions, experienced programmers can also increase productivity by using Script Builder for standard functions, thereby minimizing the need to write custom code.

INTUITY CONVERSANT Graphical Designer R1.6

The INTUITY CONVERSANT Graphical Designer provides a PC-based development tool for generating INTUITY CONVERSANT applications. This powerful tool gives developers:

- ◆ a PC-based system with convenient access from any location at home or in the office
- ◆ the familiar “point-and-click” capabilities of a Microsoft-Windows 3.1.1 or Windows ‘95 environment (new with R1.6)
- ◆ a Graphical User Interface (GUI) that lets them build an application more quickly using drag-and-drop call flow icons
- ◆ the ability to record voice prompts and add multilingual speech (both enhanced basic speech and speech recognition) to application scripts (see Note)
- ◆ capabilities that aid programming efficiency, such as create and copy subroutines within the same application, generate dynamic menus, and link to external functions
- ◆ a simulator that lets them simulate and test the logic of their applications right from their PCs. This simulator enables developers to see, hear, and experience an application call flow as it will run during actual customer calls.
- ◆ sample applications and online help support built right into the system

Note: Supported languages include: U.S. English, Japanese, Dutch, German, Latin-American Spanish, Castilian Spanish, U.K. English, Australian English, Brazilian Portuguese, French, and Canadian French. (Cantonese, Mandarin, and Hindi are only available in enhanced basic speech.) Only one language can be used per application. While multilingual capabilities exist, the Graphical Designer screen interface will continue to be available in U.S. English only.

See the *What’s New?* section for more detailed descriptions of R1.6 new features.

Call Flow Design Tool

The Call Flow Design Tool, a module of the INTUITY CONVERSANT Graphical Designer R1.6, provides a Windows-based GUI that enables customers to design, simulate, and test their own customized call flows. This module also enables developers to work on multiple applications simultaneously. Note that the Call Flow Design Tool does *not* provide the additional software needed to actually generate and run the applications on the INTUITY CONVERSANT System.

INTUITY CONVERSANT Response Application Programming Interface (IRAPI)

IRAPI enables developers to create INTUITY CONVERSANT applications in the “C or C++” programming language supported by UnixWare. This gives developers programming flexibility with one of the most commonly used computer languages. Plus, with IRAPI, development is easier with a variety of time-saving UnixWare development tools. For example, it can automatically manage call data generation, resources, and dispatching for applications. And for true convenience, IRAPI gives developers the capability to write applications on any C-based system. IRAPI enables the following scripting capabilities:

Enhanced Basic Speech

The INTUITY CONVERSANT System V6.0 comes equipped with Enhanced Basic Speech, a set of 500 basic words used for playback of prompts in typical voice response applications. With Enhanced Basic Speech, customers can create various messages about the date and time of events, amounts of money, and more, simply by selecting from the list of provided words. This eliminates the need to make voice recordings for simple phrases and messages used in the call flow. Plus, to support our global audience, Enhanced Basic Speech is now available in 14 different languages (see *What's New?* for details). Enhanced Basic Speech provides the logic for piecing together various speech phrases in a language-appropriate order, such as dates, times, and money values. For example, a date might be spoken as: November 5th, 1996 in U.S. English or 5 November, 1996 in U.K. English. Enhanced Basic Speech supports the following types of words:

- ◆ days of the week
- ◆ months of the year
- ◆ all numbers and ordinals from zero through thirty-one
- ◆ the “tens” through one hundred: thirty, forty, fifty, etc.
- ◆ one thousand, one million, etc.

Note: Although Enhanced Basic Speech is available, the majority of our customers prefer to use professional speech recording facilities to record custom phrases and prompts.

Speech Recognition

The INTUITY CONVERSANT System V6.0 features Whole Word speech recognition and FlexWord advanced speech recognition capabilities that enable applications to recognize callers' spoken responses. This lets callers respond to voice response applications with the most natural input and response interface that exists—the human voice. Plus, for callers who are not comfortable using touch-tone or dial-pulse response, speech recognition enables them to take full advantage of INTUITY CONVERSANT applications. Our speech recognition options provide the following benefits to customers:

- ◆ **ease-of-use:** callers can speak in a normal, natural voice without having to slowly and deliberately enunciate each individual word.
- ◆ **speaker independence:** the system can recognize and respond to any caller's spoken words and does not need to be “trained” to recognize individual voices.
- ◆ **multilingual support:** with 11 languages for Whole Word and 5 languages for FlexWord, we offer extensive support for your global customers (see language list in the *System Specifications Table* later in this section).

Whole Word Speech Recognition

Whole Word provides basic speech recognition for the following words:

- ◆ yes, no
- ◆ digits (numbers zero through nine)
- ◆ connected digits (a series of numbers spoken together)

In addition, Whole Word speech recognition offers customers the following capabilities:

- ◆ **multilingual capabilities:** up to 11 languages are available, but only 2 per system are currently allowed
- ◆ **key word spotting:** enables an application to recognize the necessary response words while screening out natural but unnecessary words, such as "uh...". This allows callers to use natural speech habits without worrying about adapting to an automated application.
- ◆ **barge-in feature:** enables callers to respond to prompts before complete instructions have been played. Callers can interrupt instructions and proceed quickly through the system. Business is transacted faster, saving time and reducing your customers' long-distance costs. Plus, callers appreciate the convenience of being able to move through automated applications at their own pace.
- ◆ **program parameters:** enables an application to check the validity of a response before proceeding. For example, it can check numbers provided for a credit card before proceeding to the next prompt. This feature enhances the accuracy of speech recognition and improves application performance.

FlexWord Advanced Speech Recognition

FlexWord provides an advanced approach to speech recognition based on phonemes, the individual sounds that make up words. Because FlexWord has been developed to recognize phonemes, it has the capability to recognize virtually any word in the particular language set. This enables customers to quickly and easily create extensive vocabularies based on word sounds. Additional features of FlexWord include:

- ◆ **multilingual capability:** while five languages are available, only one language per system is currently allowed
- ◆ **vocabulary:** allows a total of up to 2,000 words and phrases per system
- ◆ **wordlists:** allows customers to define a specific list of words to match for a given prompt. A maximum of 200 lists, with up to 500 words, are allowed per system. Note that Wordlist words are included in the total vocabulary word count.
- ◆ **word spotting and phrase screening:** enables applications to screen out unnecessary words and phrases

Note: Whole Word is still the simplest and most accurate speech recognition method for short words and spoken digits. FlexWord is suitable for applications requiring other forms of speech recognition. In INTUITY CONVERSANT V6.0, customers can mix speech technologies on the same SSP board.

FlexWord Tool Kit

The FlexWord Tool Kit gives customers the flexibility to generate their own custom FlexWord vocabularies for use in INTUITY CONVERSANT applications. This tool features a graphical user interface that makes it easy to create, verify, and fine-tune the phonetic definition of words in a wordlist. It also enables a customer's developers to package and install these wordlists on the system (see Note).

Note: The FlexWord Tool Kit uses Text-to-Speech (TTS), which is currently available in U.S. English only. As a result, the FlexWord Tool Kit will be available to developers and customers in the U.S. and to developers or in-country technical specialists outside the U.S.

Oracle V7 SQL Net 2.0 Database

If a potential customer does not have a host database to run applications, INTUITY CONVERSANT provides this function via the local ORACLE V7 SQL Net 2.0 database. ORACLE V7 is the industry leader in database software of this type. Plus, it provides a powerful match with the rest of the system's capabilities, particularly in the multitasking UnixWare environment. With support for SQL Net 2.0, INTUITY CONVERSANT V6.0 can interface with different versions of remote ORACLE databases for other systems.

ORACLE V7 offers significantly improved performance and throughput in client/multiserver environments. It also offers more efficient disk utilization, an interactive utility for database administration and performance analysis, and support for rollback and roll-forward recovery.

The ORACLE database is programmed using multilingual-based menu-driven screens in Script Builder. This also makes it possible for customers who are not experienced programmers to use Script Builder and program their own applications in ORACLE.

Text-to-Speech

Many applications that were based solely on prerecorded, digitized speech were previously impractical with voice response. Text-to-Speech allows INTUITY CONVERSANT to read the ASCII text and convert it to digitized speech, eliminating the need to manually read and record the information. This is particularly useful in applications that use large databases of names/words and/or information that frequently changes. Here are some of the Text-to-Speech features:

- ◆ Data is stored in text format, allowing for quick and easy database access and updating.
- ◆ Text-to-Speech automatically recognizes names and addresses, including an extensive dictionary of foreign pronunciations, which reduces name pronunciation concerns. For example, names can be stored in a way that determines the ethnic origin of the name and the appropriate pronunciation rules. The technology also knows how to expand abbreviations appropriate to context, such as "Dr.", which could be either doctor or drive.

- ◆ Text-to-Speech technology reduces the administrative effort and the inaccuracies that occur with manually recorded information.
- ◆ The integration of Text-to-Speech with the system is supported by Script Builder.
- ◆ Text-to-Speech comes ready to run without any pronunciation instructions or dictionaries required. It also provides a dictionary of over 50,000 words and has the ability to learn new words (see Note).

Note: Text-to-Speech is available in U.S. English only.

Graphical Speech Editor (GSE)

The GSE makes it easier for developers to record and manipulate (cut and paste) speech files and make minor changes to prerecorded phrases. It features an X-Windows-based interface that gives developers a graphical representation of speech patterns and volume, and facilitates the following editing functions:

- ◆ display the speech file in a window
- ◆ mark and play speech segments
- ◆ cut and paste phrases together
- ◆ copy selected portions of phrases
- ◆ adjust the volume of an entire phrase, or just a portion of a phrase
- ◆ an undo feature to correct a previous editing action

With the GSE, customers can modify and reuse speech phrases (rather than re-recording), which can reduce the time it takes to create new applications for the business.

Adjunct/Switch Application Interface (ASAI)

ASAI provides a unified application interface between the DEFINITY ECS, ISDN network services, and the INTUITY CONVERSANT. This ASAI interface enables various caller information, such as DNIS and ANI from the DEFINITY ECS to be shared with INTUITY CONVERSANT applications. These applications use this information to perform intelligent call routing with features, such as:

- ◆ **Intelligent voice response:** which uses the caller's ANI to route the call to a specific ACD split or INTUITY CONVERSANT application. For example, a locator application could use the ANI to access a local or host database and determine the car dealer, ATM, or retail store that is nearest the caller.
- ◆ **Custom Call Routing:** where an INTUITY CONVERSANT application is used as a routing server to support the capabilities of ASAI and the call vectoring features of DEFINITY ECS R5. For example, the call is passed from the DEFINITY ECS to the application, specific vectoring information is provided via the local database or an adjunct host, and the call is routed through the DEFINITY ECS to the proper destination.

- ◆ **Data screen delivery (screen pops):** when the call is routed as described above, this application accesses a screen containing caller information from the host database. When the call is transferred to an agent, this screen is delivered to the agent's screen simultaneously.

And now INTUITY CONVERSANT V6.0 offers improved ASAI capabilities including:

- ◆ **ASAI over Ethernet:** with a connection between the DEFINITY ECS and the INTUITY CONVERSANT system
- ◆ **Complete ASAI library:** for access to additional message sets that allows use of advanced ASAI capabilities in custom applications
- ◆ **Integration with EAS:** for enhanced call routing capabilities by agent split/skill sets

Application Software

The application software that resides in the top layer of INTUITY CONVERSANT represents the actual applications that callers come in contact with to carry out their transactions. In general, applications have a script or call flow that outlines the specific responses given by the system and the caller, and a program structure to run the script. Many applications also access and deliver information from remote databases, using the responses the caller inputs into the system either by touch-tone/dial-pulse or voice response.

There are two basic types of applications:

- ◆ **Packaged Application:** requires only minor customization such as company name, address, etc. Currently, Lucent Technologies offers numerous suites of solutions containing INTUITY CONVERSANT packaged applications (see below). With their "plug-in and run" appeal, our packaged application suites are easier to sell and can offer you lucrative sales opportunities (see Note).

Note: The ISVs will be handling sales of their own packaged applications. If a customer is interested in an ISV package, refer them to the appropriate ISV for sales support.

- ◆ **Custom Application Software:** this type of application is custom-written to address a particular customer need. With INTUITY CONVERSANT System V6.0, these custom applications can be provided by Lucent Technologies Software Development Organization (SDO), one of our approved Independent Software Vendors (ISVs), a Valued Added Reseller (VAR), or through the customer's own application development staff.

The various packaged applications from Lucent Technologies are described below. (Note that many of these applications are described in the *What's New?* section of this *Guide*.)

Customer Assist Suite of Solutions

The Customer Assist Suite of Solutions provides a quick, cost-effective solution for enhancing your customer's call center capabilities through a variety of automated applications. The Customer Assist Care Center is the first application in this new suite of solutions.

◆ **Customer Assist Care Center:** This application enhances a call center's customer service levels with the following capabilities (for more information, see the *What's New?* section):

- queue management with custom call routing
- announcement management
- message in queue
- bulletin board
- automated information collection

Note: The Customer Assist Care Center package is sold as a single application containing all the functionality outlined above.

Agent Assist Suite of Solutions

This suite contains numerous applications that give call center personnel the tools to enhance productivity, making them more effective on the job. Each application can be purchased individually or as a complete solution. These applications are listed below and described in the *What's New?* section.

- ◆ Automated Service Observation
- ◆ Agent-Initiated Call Trace
- ◆ Spontaneous Agent Recording
- ◆ Customer Experience Observation (CEO)
- ◆ Customer Satisfaction Survey
- ◆ Conference Bridge
- ◆ Graphical System Monitor (available in the U.S. only)

Enterprise Assist Suite of Solutions

Enterprise Assist offers a collection of different applications that use the INTUITY CONVERSANT System to automate and improve business services. These applications are outlined below.

- ◆ **Business Reach:** provides time-saving, cost-effective templates to automate the functions that businesses need most. These templates are listed below and described in *What's New?*

- Auto Attendant
- Bulletin Board
- DNIS routing
- Form Filler
- Dynamic Port Allocation
- Survey Builder

- ◆ **Remote Administration Package (available in the U.S. only):** consists of three applications that give businesses the flexibility to access multiple INTUITY CONVERSANT Systems from a remote location for convenient system monitoring, administration, and report generation. Together, these applications provide a complete package that can improve the operational efficiency of any business. Customers can also purchase each application separately to meet their particular business needs. These applications are listed below and described in the *What's New?* section.

- Graphical System Monitor
- Graphical Board Manager
- Graphical Report Manager

- ◆ **Locator (available in the U.S. only):** assists callers in locating information by either zip code or area code. Businesses can use this application to help callers locate the nearest branch office, assist customers in finding a retail outlet in their area, even aid employees in locating the closest doctor in the company's health coverage plan. With a locator application, your customers can off-load routine and repetitive calls for location information, which frees up personnel to handle more immediate customer service needs. (For additional information, see the *What's New?* section.)

Note: This PEC-coded application is sold and supported through INI. See *Appendix C: Support Information* for contact numbers.

- ◆ **INTUITY CONVERSANT Directory Assistant Release 2.2 (available in the U.S. only):** this application, part of the Enterprise Assist Suite, provides automated directory services to help callers reach a particular individual or department. Businesses can use this application to reduce operator staff and still provide a superior level of service. The Directory Assistant moves beyond average automated attendants with a variety of capabilities, including:

- automated services that give callers easy, convenient, 24-hour-a-day access to individuals anywhere within an organization
- seven different ways of reaching personnel within the business: office number, pager, cellular phone, home number, fax number, secretary, and secondary office number

- security options with PIN protection to limit access to the directory database and number privacy to determine whether certain numbers will be given to callers
- speech recognition: callers can now reach company personnel simply by speaking the name, location, or organization of the person they wish to reach
- administrative reports that detail directory contents and usage patterns (entries selected)
- optional FlexWord advanced speech recognition in multiple languages that can recognize individual sounds and phonemes that make up a name regardless of accent or region of the country
- optional FlexWord Tool Kit for speech administration and fine-tuning of directory names
- optional PC-based administration package with DEFINITY ECS download capability for ease in creating directory entries
- ◆ **Automated FAXBACK:** this application offers a convenient way for customers to obtain fax copies of a variety of documents, from sales brochures to course listings. Callers can reach this INTUITY CONVERSANT application at any time to request and receive multiple faxes using a fax-equipped telephone. Callers can request multiple fax documents, from a listing of up to 999, using touch-tones or through optional Whole Word speech recognition capabilities.
- ◆ **Silent Sentry (available in the U.S. only):** this application, part of the Enterprise Assist Suite, continually monitors the INTUITY CONVERSANT System for events that can affect performance. When an event is detected, it uses designated notification methods to contact the specified personnel responsible for resolution. Then, it continues this notification process until it receives a response acknowledging the problem. This efficient electronic sentry provides:
 - extensive monitoring of the INTUITY CONVERSANT System log events in three critical areas: software, hardware, and communications link status
 - ability to designate other events to monitor, such as log-in attempts when security thresholds have been reached, unusual traffic over communications links, even reduced inventory levels in an order entry application
 - resourceful notification options, such as outcalling to a list of personnel and a sequence of different numbers (including pagers), displaying alert messages on the administrator's screen, sending E-mail messages
 - ability to establish different levels of error messages (critical, major, warning, informational) with different notification procedures, based on the frequency, severity, and time the event occurred
 - monitoring across multiple networked INTUITY CONVERSANT Systems
 - simple screen-based system administration

INTUITY CONVERSANT System Specifications

The following tables provide a comparison of the technical specifications for the various INTUITY CONVERSANT System releases. If you run into tough technical issues, contact the Sales and Technical Response Center (STRC) for assistance (See *Appendix C: Support Information* for contact number). Note that unless specified, all features and capabilities are carried forward across releases.

Components	Version 4.0i (Outside U.S.)	Version 5.0 (U.S./Canada)	Version 6.0 (U.S./Outside U.S.)
Applications			
Co-resident Applications	Script Builder FAX Actions R3	- Fax Attendant⁽¹⁾ - AUDIX Voice Power (AVP) - Script Builder FAX Actions R3.5	- Script Builder FAX Actions R3.5⁽¹⁾ - Fax Attendant not available - AUDIX Voice Power not available
Application Packages: Lucent Technologies	- Call Center Templates: Form Filler Plus, Ask-N-Expert, Select-A-Route, Fax Request - Automated FAXBACK R1	- Call Center: Custom Call Routing, System Announcement, Call Back Messaging - Form Filler Plus - Silent Sentry™ - Directory Assistant® R2.2 - Business Reach - Automated FAXBACK R1.5	- Customer Assist Suite of Solutions: Customer Assist Care Center with capabilities for: enhancing queue management with custom call routing, announcement management, message in queue, bulletin boards, and automated information collection - Agent Assist Suite of Solutions: automated service observation, agent-initiated call trace, spontaneous agent recording, CEO, customer satisfaction survey, conference bridge, and graphical system monitor (U.S. only) - Enterprise Assist Suite of Solutions: Business Reach, Remote Administration Package (U.S. only), Locator (U.S. only), Directory Assistant R2.2 (U.S. only), Automated FAXBACK, and Silent Sentry (U.S. only)
Application Support Tools			
Database	ORACLE* SQL* 6.0	ORACLE SQL V7	ORACLE SQL V7 Net 2.0
Script Builder	Yes, with language support	Yes	Yes, with language support
Graphical Designer	No	Yes, Windows 3.1.1	Yes, Windows 3.1.1 and '95
Call Flows Design Tool	No	No	Yes, Windows 3.1.1 and '95
INTUITY CONVERSANT Response API (IRAPI)	No	Yes	Yes
Graphical Speech Editor	Yes	Yes	Yes
FlexWord Tool Kit	No	Yes	Yes ⁽²⁾
Asynchronous Host Tool Kit	Yes	Yes	Yes
ASAI	Yes	Yes	Yes, EAS integration, LAN interface
Speech Technologies: Summary			
Enhanced Basic Speech	8 languages	2 languages	14 languages
Text-To-Speech	Yes (U.S. English and Spanish)	Yes (U.S. English only)	Yes (U.S. English only)
Whole Word Speech Recognition	5 languages	3 languages	11 languages
FlexWord Advanced Speech Recognition	3 languages	1 language	5 languages
Call Classification Analysis (CCA)	No	Yes	Yes (U.S. only)
Dial Pulse Recognition	Yes ⁽³⁾	No	Yes ⁽⁴⁾

Components	Version 4.0i (Outside U.S.)	Version 5.0 (U.S./Canada)	Version 6.0 (U.S./Outside U.S.)
Speech Technologies: Detail ⁽⁵⁾			
Enhanced Basic Speech	■ Cantonese ■ European Spanish ⁽⁶⁾ ■ German ■ Hindi ■ Japanese ■ Mandarin ■ U.K. English ■ U.S. English	■ Mexican Spanish ⁽⁷⁾ ■ U.S. English	■ Australian English ■ Brazilian Portuguese ■ Canadian French ■ Cantonese ■ Castilian Spanish ⁽⁸⁾ ■ Dutch ■ European French ■ German ■ Hindi ■ Japanese ■ Latin-American Spanish ⁽⁷⁾ ■ Mandarin ■ U.K. English ■ U.S. English
Whole Word	■ Canadian French ■ German ■ Latin-American Spanish ⁽⁷⁾ ■ U.S. English ■ Japanese	■ Canadian French ■ Mexican Spanish ⁽⁷⁾ ■ U.S. English	■ Australian English ■ Brazilian Portuguese ⁽⁸⁾ ■ Canadian French ■ Castilian Spanish ⁽⁸⁾ ■ Dutch ⁽⁸⁾ ■ European French ⁽⁸⁾ ■ German ■ Japanese ■ Latin-American Spanish ⁽⁷⁾ ■ U.K. English ■ U.S. English ■ larger and more accurate digit models
FlexWord	■ German ■ Spanish ■ U.S. English	■ U.S. English	■ European French ⁽⁸⁾ ■ German ■ Japanese ⁽⁸⁾ ■ Spanish ■ English
Hardware/Platform			
Number of Ports	■ MAP 40—up to 24 ports ■ MAP 100—up to 48 ports	■ MAP 40—up to 48 ports ■ MAP 100—up to 96 ports ⁽⁹⁾	All MAP models ⁽⁹⁾ with a: ■ Pentium 120 - up to 96 ports ⁽¹⁰⁾ ■ 486/50 - up to 72 ports ⁽¹⁰⁾ ■ 486/25 - up to 48 ports ⁽¹⁰⁾
CPU	Intel 80486 processor	Intel 80486 chip is the only supported platform CPU	Pentium 120 processor (may upgrade to V6.0 with a 486)
Speech Boards	Speech Processor (SP) and Companion boards required for speech coding and playback with E1 digital line and advanced speech technologies	SP and Companion boards required for speech coding and playback with T1 digital line and advanced speech technologies	Speech and Signal Processor (SSP) board required for speech coding and playback with E1/T1 digital line and advanced speech technologies
Telephony Boards	■ IVP6 analog ■ Lineside T1 (digital)	■ IVP6 analog ■ Lineside T1 digital	■ IVC6 analog ■ E1/T1 digital ■ NGTR ⁽¹¹⁾ analog (outside U.S. only)
Fax Boards	IFP4	IFP4	IFP4
Slots ⁽¹²⁾	■ ISA=8 (MAP 40) ■ ISA=18 (MAP 100 and MAP 100C)	■ ISA=8 (MAP 40) ■ ISA=18 (MAP 100 and MAP 100C)	■ ISA=8 (MAP 40) ■ ISA=18 (MAP 100 and MAP 100C) ■ PCI=3 (MAP 100 and MAP 100C only) ⁽¹³⁾ ■ PCI backplane (MAP 100 and MAP 100C only)
Other Capabilities	SCSI (Small Computer System Interface)	■ open SCSI ■ increased memory up to 64 MB (standard configuration is 32 MB) ■ data interface drivers moved from hardware level to INTUITY CONVERSANT software level ■ Token Ring interface	■ Call progress tone detection on E1/T1 digital line ■ Dial pulse recognition ■ increased memory up to 128 MB ■ redundant power supply option

Components	Version 4.0i (Outside U.S.)	Version 5.0 (U.S./Canada)	Version 6.0 (U.S./Outside U.S.)
Operating System			
Software	UNIX Release 3.2.3	Based on UnixWare 1.1	Based on UnixWare 1.1
Host Interfaces			
Synchronous Interface	Two 32-session SNA/SDLC synchronous or bisynchronous cards	Up to 128 logical units per system	same as 5.0
Asynchronous Interface	One 8-port card	same as 4.0i	same as 4.0i
TCP/IP Interface	One TCP/IP LAN connection	TCP/IP and Token Ring	TCP/IP and Token Ring
Networking Interface Options			
Via Public Network:	■ DS1/T1 ■ ISDN-PRI ■ E1	■ Analog Loop Start ■ DS1/T1 ■ ISDN/PRI	■ Analog Loop Start ■ DS1/E1/T1 ■ Analog Loop Start
Via PBX:	PBX Analog Loop Start	Analog Loop Start Lineside T1	Analog Loop Start Lineside E1/T1
Connectivity			
Analog Connections:	IVP6	IVP6	IVC6, NGTR ⁽¹¹⁾
IVP6	6 ports	6 ports	6 ports (upgrades only)
IVC6	No	No	6 ports
NGTR ⁽¹¹⁾	No	No	6 ports
Digital Connections:	E1	T1	E1/T1
E1	30 channels	No	No (upgrades only)
T1	No	24 channels	No (upgrades only)
E1/T1	No	No	■ E1=30 channels (max=3 E1s per system. E1 configurations can add up to 24 analog ports for bridging.) ■ T1=24 channels (max=5 T1s per system with bridging)

Notes:

- ⁽¹⁾ As Fax Attendant is no longer supported in INTUITY CONVERSANT V6.0, customers with Fax Attendant will automatically receive FAX Actions R3.5 as part of their V6.0 system upgrade. Be aware, however, that these customers may lose some fax messaging capabilities when moving from Fax Attendant to FAX Actions R3.5. While some features previously available on Fax Attendant, such as Message Waiting Lamp indication or outcalling notification, can be provided through custom programming, other fax messaging features may be supported in FAX Actions R3.5.
- ⁽²⁾ The FlexWord Tool Kit is used in conjunction with TTS, which provides feedback on phonetically spelled words and aids in word tuning. Given this interaction with TTS, which is currently available in U.S. English only, the FlexWord Tool Kit will be available to developers and customers in the U.S. and to developers or in-country technical specialists outside the U.S.
- ⁽³⁾ Dial pulse recognition is available in V4.0i on the AYC28 Tip Ring board in India and Brazil and is not upwards-compatible with V6.0.
- ⁽⁴⁾ Dial pulse recognition is generally available in the U.S. and Brazil. If your customer needs DPR within another country, contact your MM&R Global Channel Support Team member for availability information.
- ⁽⁵⁾ Each speech recognition language is certified and tested for use only in the native country (that is, the country in which that language is considered the "native" language).
- ⁽⁶⁾ European Spanish is equivalent to Castilian Spanish.
- ⁽⁷⁾ Mexican Spanish is equivalent to Latin-American Spanish.
- ⁽⁸⁾ Languages that are new with V6.0 require use of an SSP.
- ⁽⁹⁾ MAP 100 and MAP 100C are available in the U.S. only.
- ⁽¹⁰⁾ Port capacity will vary based on various criteria, such as the applications running, the number of simultaneous transactions, whether incoming and outgoing transactions need to be bridged together, and more. The configurator should be used to determine port capacity requirements.
- ⁽¹¹⁾ NGTR is required in Europe as of 1/1/97. NGTR may be recommended in all countries outside the U.S.
- ⁽¹²⁾ The ISA slots shown are those available for customer use. Each ISA includes four additional slots that are pre-filled for system use.
- ⁽¹³⁾ PCI is provided for future use.

Features and Capabilities Not Supported by INTUITY CONVERSANT V6.0

The following features and capabilities available in previous releases will not be supported in INTUITY CONVERSANT V6.0:

- ◆ AUDIX Voice Power (AVP)
- ◆ Fax Attendant (see Note)
- ◆ Amigo Spanish TTS Package
- ◆ Male German and Castilian Spanish Standard Speech packages (available in female speech only with this release)
- ◆ CompuLert*/SCCS Interface Package
- ◆ in previous releases, the MAP 100 was shipped with an internal Uninterrupted Power Supply (UPS) that provided 15 minutes of backup time. This is now being replaced by an optional, external UPS.
- ◆ Any previously supported features (pre V4.0i and V5.0) that were dropped during the V4.0i and V5.0 programs will not be reintroduced in V6.0.

Note: As Fax Attendant is no longer supported in INTUITY CONVERSANT V6.0, customers with Fax Attendant will automatically receive FAX Actions R3.5 as part of their V6.0 system upgrade. Be aware, however, that these customers may lose some fax messaging capabilities when moving from Fax Attendant to FAX Actions R3.5. While some features previously available on Fax Attendant, such as Message Waiting Lamp indication or outcalling notification, can be provided through custom programming, other fax messaging features may be supported in FAX Actions R3.5.

Upgrade Issues

You should be aware of the following upgrade issues. INTUITY CONVERSANT System V6.0:

- ◆ supports previous version hardware that is being replaced for new V6.0 system sales. (For example in V6.0, SSP replaces SP and Companion boards, E1/T1 replaces T1, and IVC6 replaces IVP6. In upgrade situations, the older hardware will continue to be supported.)
- ◆ enables software-only upgrades from V5.0 to V6.0 (however, features that are dependent on new SSP hardware will not be available)
- ◆ allows optional field upgrades to a Pentium processor (see Note)
- ◆ supports optional PCI upgrades (actually entails just swapping boxes)
- ◆ enables application porting (ease of porting is application-dependent)
- ◆ requires new hardware, such as SSP boards to support certain new V6.0 features, including dial pulse and new speech recognition language capabilities

Note: A QPPCN is required to replace all SPs when a Pentium upgrade is required.

Notes: