

Lucent Technologies
Bell Labs Innovations



INTUITYTM CONVERSANT[®] System

The Global, Multimedia Interactive
Voice Response Solution

INTUITY™ CONVERSANT® Interactive Voice Response System

More responsive. More flexible. And easier than ever.

As powerful as interactive response technology can be, it can't benefit your business until you put it to work—in real-world applications that meet your own unique business needs. The latest release of the INTUITY CONVERSANT System lets you do exactly that—faster, and more easily than ever before.

Better still, it gives you a truly *global* system you can deploy in a growing number of countries worldwide, to enhance your operations where you do business.

Ready-to-use application solutions

With the INTUITY CONVERSANT System, setting up highly effective interactive response applications is surprisingly easy. That's because Lucent Technologies has already developed an array of high-performance solutions for you. They're available as prepackaged applications and templates that come ready to use, ready to weave into your operations.

Available to start helping your business immediately, these flexible solutions address the areas of your enterprise that benefit *most* from interactive response technology.

For enhancing service within your Call Center

For your call center, the INTUITY CONVERSANT System offers ingenious integrated solutions that can help you outshine your competition with enhanced customer service, and boost the productivity of your agents at the same time.

With our **Customer Assist** Suite of Solutions, for example, you can create a more "high-touch" experience for your



callers. Greet callers with an announcement that tells them how long they can expect to be in queue—and significantly reduce your call abandon rate while increasing your customer satisfaction levels.

Offer your callers a variety of customer self-service options that make their calls more productive. While in queue, allow callers to leave a message for a call back, select from recorded announcements about new products and offers, or enter account numbers to better prepare the agent for call handling. It's even possible to vary the available self-service

options based on the expected wait time—or by the phone number of the caller.

Add **INTUITY CONVERSANT Speech Recognition** to the process, and your callers can interact intuitively with your application by simply speaking—in many different languages—instead of pressing keys on their phones.

Offer your customers around-the-clock service by automating entire transactions—and let callers place orders, check account status, or handle other business transactions any time of the day or night.

Speech recognition



It's the technology that
makes it personal . . .
in any language.

With the **INTUITY CONVERSANT** System, you can make your multimedia interactive applications remarkably "high-touch"—to give your callers a far more personal experience.

Our advanced **Speech Recognition** capabilities let your callers interact with your application much like they would interact with an agent—by simply speaking.

With the **Whole Word** Speech Recognition feature, your application can easily "understand" the spoken digits zero through nine—so your callers can just say their account numbers, phone numbers, or selections from voice menus. (It even lets your callers choose how they prefer to interact with the application.) And it's available in 11 languages.

For even more flexibility, there's **FlexWord®** Speech Recognition. It lets you create a vocabulary of up to 2,000 words or phrases unique to your business—allowing your application to understand them when spoken by a caller. This gives your customers an easy, natural way to respond to menus, requests, and voice prompts. And it's available right now in 5 languages.

Your **INTUITY CONVERSANT** System can even speak to your callers—using up to 500 common words in 14 different languages. Or, it can "read" ASCII text to your callers in U.S. English, with our advanced **Text-to-Speech** capabilities—ideal for giving callers account balances, order status, or other information stored in dynamically changing databases.

And with the **INTUITY CONVERSANT** System, it's easier than ever to get started with these advanced technologies. They're now available under a new flexible port-based pricing plan, where your cost is based on the number of ports you'll be using for these advanced technologies. So you can start small, and grow as you need to.

Boosting the productivity of your agents

To improve the productivity of your call center *staff*, choose our **Agent Assist** Suite of Solutions. These ready- and easy-to-use applications let your agents and supervisors spend more time on profitable, *revenue-producing* work—by automating time-consuming tasks.

To simplify agent observations, for example, you can have your **INTUITY CONVERSANT** System automatically record agent calls on a prearranged schedule, and store them in the system for easy retrieval and review. No need for real-time observation. If your agents need to record calls for later verification—or occasionally are hampered by harassing or nuisance callers—you can let agents record and store these calls from their PCs with a single click of an icon.

Or, to help you monitor and improve your service levels, you can have your **INTUITY CONVERSANT** System automatically record complete calls—as the caller experiences them—and store them in the system. You'll be able to see just how well your call processes appear from your customers' viewpoint. You can also offer callers an opportunity to comment on your service, through a simple, automated survey offered at the close of each call. The results are stored for easy review, at any time.

Improving efficiency throughout your business

With the **INTUITY CONVERSANT** System, you can also take full advantage of the benefits that interactive response provides in a wide range of everyday business functions. With our **Enterprise Assist** Suite of Solutions, you'll have powerful applications and templates that let you streamline and simplify business operations throughout the company.

The **Business Reach** application provides an array of templates that help you create such tools as an Auto Attendant, Bulletin Boards, Dialed Number Identification Service, Survey Builder, Form Filler, and others—to automate many routine, but important, business functions.

There's a **Locator** application that can take over the task of directing callers to the nearest office or store location. It can automatically "read back" locations and addresses—for example, based on zip codes or area codes—and free your attendant and employees for more complex requests. You can also incorporate the **Directory Assistance R2**

application that helps callers get to the right department or individual simply by speaking that department's or individual's name, without going through a live attendant.

You can also enhance your **INTUITY CONVERSANT** System applications with a variety of automated fax-back features—to confirm orders, provide requested literature and information, or support automated transactions.

Lucent Technologies has even made it easier to administer and manage your **INTUITY CONVERSANT** System. The new Remote Administration application package helps you manage multiple **INTUITY CONVERSANT** Systems from virtually anywhere, via a LAN and a desktop PC. You can instantly view critical data on everything from call volumes to system status, monitor service and performance thresholds, perform real-time system administration changes, and even export report data to other software applications for collaborative analysis and reporting.

An advanced **Silent Sentry** application will continually monitor your hardware, software, and communications links for difficulties. If problems are detected, the system will auto-

matically send an alert to your administrator, complete with a description of the problem.

All on a powerful multitasking platform

The hardware "muscle" behind your **INTUITY CONVERSANT** System is the **Multiple Applications Platform** (MAP). It's an advanced, highly flexible server that integrates with the **DEFINITY**® Enterprise Communications Server (ECS). The MAP's multitasking capabilities let you support a *number* of applications simultaneously, on the same system. And the modular design makes it easy to expand and enhance your capabilities as you grow—while protecting your investment.

Even better, the MAP incorporates new capabilities that help you tap the full capabilities of your interactive solutions. With new **Dial Pulse Recognition**, you can extend your interactive solutions to callers *without* touch-tone phones—reaching new markets that previously were served by more expensive agent or employee resources.

To allow your applications to integrate data from hosts and over LANs—for customized

call routing, automating transactions, or retrieving account balances, for example—the MAP provides a wide range of data interfaces for broader connectivity.

And to take advantage of the advanced capabilities of your **DEFINITY**® ECS, the MAP supports a high-speed Adjunct/Switch Applications Interface that operates over Ethernet¹, integrating the **INTUITY CONVERSANT** System into advanced routing and Expert Agent Selection applications.

The service you expect

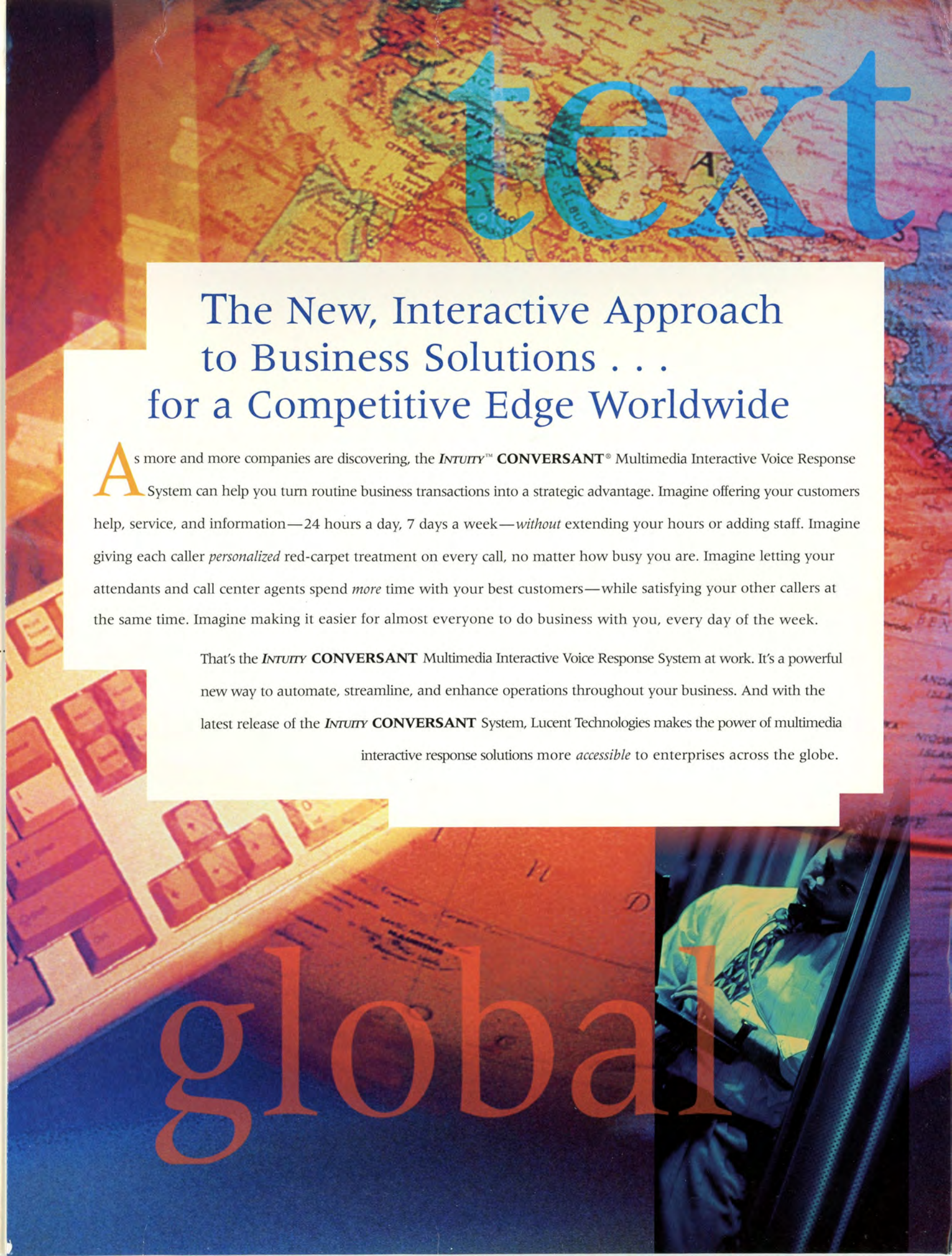
The **INTUITY CONVERSANT** System is part of our **BusinessWorks**™ portfolio of solutions designed to help your business *work*. As a Lucent Technologies product, the system is developed by Bell Laboratories technical expertise and backed by incomparable service support.

Our Professional Services consultants are available to help you implement your **INTUITY CONVERSANT** System. In addition, we offer comprehensive software design and support for more specialized needs.

To see how easy it is to take advantage of the benefits that the **INTUITY**™ **CONVERSANT**® Interactive Voice Response System can bring to your business, just ask your Lucent Technologies representative.

¹ Ethernet is a registered trademark of Xerox Corporation.





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The New, Interactive Approach to Business Solutions . . . for a Competitive Edge Worldwide

As more and more companies are discovering, the **INTUITY™ CONVERSANT®** Multimedia Interactive Voice Response System can help you turn routine business transactions into a strategic advantage. Imagine offering your customers help, service, and information—24 hours a day, 7 days a week—*without* extending your hours or adding staff. Imagine giving each caller *personalized* red-carpet treatment on every call, no matter how busy you are. Imagine letting your attendants and call center agents spend *more* time with your best customers—while satisfying your other callers at the same time. Imagine making it easier for almost everyone to do business with you, every day of the week.

That's the **INTUITY CONVERSANT** Multimedia Interactive Voice Response System at work. It's a powerful new way to automate, streamline, and enhance operations throughout your business. And with the latest release of the **INTUITY CONVERSANT** System, Lucent Technologies makes the power of multimedia interactive response solutions more *accessible* to enterprises across the globe.

global



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Lucent Technologies is the new communications systems and technology company formed through AT&T's restructuring. As such, we bring with us a tradition of more than 125 years of experience and a dedication to superior customer service.

Lucent Technologies manufactures, sells, and services a complete line of customer-premises, multimedia communications messaging and response systems designed and supported by our research and development unit, Bell Laboratories.

Together, our legacy and our spirit of innovation allow us to provide our customers with the tools needed to communicate effectively, anytime, anywhere, and to integrate the latest technologies into real-life solutions that help make business *work*.

