



Active Voice **SPEAK**

SPEAK is an advanced and easily-deployable speech-enabled auto attendant, specifically designed for the small and mid-sized business (SMB) environment. Leveraging open standards and cutting-edge technologies, SPEAK integrates seamlessly into the organization's existing telephony infrastructure; whether it is IP or TDM, and offers enhanced capabilities designed to fulfill the promises of voice & data convergence.

SPEAK is Unique

If you are part of an SMB, you probably have not seen a speech-driven solution that would be worth the investment to fully benefit your organization. Wouldn't it be great if you could just buy a box, plug it in, turn it on, and within minutes have a suite of speech applications that you and your employees can use? Now you can!

The Active Voice SPEAK appliance offers a drop-in solution with pre-built applications that are ready to use, right out of the box. SPEAK is scalable from the needs of the small business handling only a handful of callers at the same time, all the way up to a large enterprise organization with thousands of subscribers being serviced.

SPEAK Improves Business Productivity

- Upgrades customer service while reducing "zero-out" calls
- Eliminates the push button frustration as well as the need to search for numbers
- Provides total 24/7/365 self-service information such as employee and department directories, company information, driving directions, business hours, etc.
- Performs dynamic call routing to ensure all incoming callers are treated in a personalized and professional manner
- Frees front desk support to deal with important face-to-face matters
- Keeps mobile workforces connected efficiently and provides hands-free access for safety
- Reduces the need for maintaining and printing company directories
- Secures access to your telephony resources across all networks

Active Voice is a global leader in Unified Messaging. Our products empower people to communicate and manage information with convenience and efficiency using virtually any communication device to access and control their messages, data and real-time communications in a unified and easy-to-use way. With over 200,000 systems sold in more than 60 countries, Active Voice products fit into a wide variety of business environments across a broad range of industry sectors.

To learn more about Active Voice, visit www.activevoice.com.

Active Voice SPEAK is the advanced, yet affordable speech-enabled auto attendant that small and mid-sized businesses have been waiting for. Improve your customer service by implementing the easy-to-deploy, easy-to-use, tool that reliably routes your calls and frees your staff to focus on more important tasks. SPEAK, it's that easy!

Features and Benefits of SPEAK

- SPEAK works seamlessly with your existing Voice and Data infrastructure
- SPEAK integrates seamlessly with your existing PBX
- SPEAK is self-configuring — after plugging the appliance in and turning it on:
 1. Administrator sets up the IP-PBX to route inbound calls to the SPEAK appliance and MS Exchange server addresses
 2. The SPEAK appliance automatically populates its internal user directory, registers with the SIP server, and customizes the speech applications
 3. That's it. Done!
- SPEAK's flexible voice scripting dialog engine supports a superset of the functionality offered by all of the voice browsing platforms in existence today
- SPEAK has full reliability
 - Hardware redundancy ensures "five 9s" (99.999%) availability
 - Embedded system design methodologies and distributed resource management are incorporated to ensure no "dead" or "hung" calls due to hardware or software failures
 - An evenly distributed load between all computing resources optimizes overall system performance
- SPEAK optional applications include:
 - Enhanced Text-to-Speech engine
 - Email access for users on the go
 - Calendaring to review upcoming appointments and accept/decline meeting requests