

Press Release

SpeechAgent is all ears

Patented software to understand what you're talking about

Bammental, February 2007/pz. Customer data on the screen upon incoming call is state-of-the-art in today's contact centers. What's new is the option to process spoken information from phone conversations. The patented "SpeechAgent" software from SpeechConcept recognizes the context of conversation and provides valuable information to support the call agent. While listening to the caller, the agent can already see a suggested answer on his screen.

SpeechAgent is based on a speech recognition process with a large background vocabulary. Additional customization to individual requirements results in best recognition rates.

Remarkable feature: multiple information can be processed in parallel.

Facts:

Agent-Scripting driven recognizer activation

Grammar and keyword spotting with large vocabulary

Identification of customer data (if ANI unknown)

Parallel recognition possible (customer no., name, keywords)

Tools for quick terminology creation

Integrated interface to SpeechOptimizer and SpeechDesigner

Easy to integrate in call center software



The speech technology experts of SpeechConcept proudly present this innovation which significantly increases acceptance and efficiency of contact centers – with no extra personnel involved. At present, a first pilot project in a German call center is being implemented.

SpeechConcept is also negotiating with a global player in CRM software concerning licensing and is also interested in cooperating with software companies.

SpeechConcept of Germany is one of the most experienced business leaders focusing on speech recognition, speech synthesis, voice portals, and speech controlled telecommunication applications. Their portfolio includes development, design, system integration, hosting and consulting in the voice business.

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