



“TUVOX KNOWLEDGE VOICE BRINGS YOUR KNOWLEDGE BASE TO THE PHONE.”

TUVOX KNOWLEDGE VOICE

The TuVox *Knowledge Voice* On Demand Speech Application leverages your existing investment in web based knowledge bases and delivers them to the phone through a robust speech application. A speech knowledge base is quickly becoming part of an effective speech-self-service strategy.

TuVox Knowledge Voice Applications automate a significant percentage of calls and are highly effective at supplementing a web-based self-service strategy. TuVox customers are currently achieving automation rates of 58% to 63% for calls that historically could only be handled live.

TuVox *Knowledge Voice* successfully diagnoses and provides step-by-step resolution of a wide variety of customer services issues. TuVox applications quickly provide callers with content and information for physical products, financial products and services support and more.

Featuring a streamlined voice interface that supports up to 200 articles, TuVox *Knowledge Voice* allows customers to solve problems without talking to live agents.

The differentiation TuVox clients and their callers experience with TuVox *Knowledge Voice* is in the pre-built design and TuVox's expertise and experience in open dialog design complemented with straight-forward templates for data entry or real-time integration to existing web-based knowledge bases.

TuVox designed, developed, tuned and perfected the pre-built design and components of

Knowledge Voice through deployments with some of the US and the world's most well known companies and millions successful voice-enabled knowledge base calls.

Management of knowledge base articles is simple and easily updated as business rules transform and new products and services are added. A variety of expansion options are available for TuVox *Knowledge Voice*, allowing it to grow with your business.

KNOWLEDGE VOICE PACKAGES

TuVox Knowledge Voice

TuVox *Knowledge Voice* is a pre-designed speech application with a series of standard features that accelerates the design and development of TuVox Speech Applications.

TuVox Knowledge Voice Plus

TuVox *Knowledge Voice Plus* leverages the same reusable components and modules as Knowledge Voice, but adds sophisticated natural language navigation, advanced features and support for nearly 10 times the number of articles as *Knowledge Voice*.

	Knowledge Voice	Knowledge Voice Plus
Accessible Articles	25	Up to 200 per group
Features:		
▶ Top Level Navigation	Layered Menu	Menu-Free Symptom Search
▶ In Article Navigation	Standard	Diagnostic Streamlining
▶ Delivery	Full Article	Step By Step Control
▶ Pacing	Standard	Step Driven
▶ Voice Opt-In	Emulated	Emulated or Live (Web Service)

BUSINESS BENEFITS

❖ PROVEN HIGH AUTOMATION RATES

TuVox *Knowledge Voice* has a proven pre-designed voice user interface leading to more successfully completed calls.

❖ PROVEN CALLER ADOPTION

The TuVox approach to design leverages past experiences, allowing callers to immediately utilize the application in a pleasing and engaging manner.

❖ COMPELLING ROI

TuVox clients realize automation rates of 58% to 63% for calls that historically could only be handled live.

❖ BUSINESS CONTROL OF APPLICATIONS VIA TUVOX PORTAL

Web based access to change messages, alter key application settings or roll-back changes.

❖ IMPROVE CALLER SATISFACTION

Friendly, engaging and consistent prompting and zero hold time, eliminates frequent sources of caller frustration.

19050 Pruneridge Ave.
Cupertino, CA 95014
408.625.1700

KNOWLEDGE VOICE FEATURES

Layered Menus allow creation of product and feature selectors which direct the caller. For example, there can be a product line selector menu, and a nature of problem selector menu. Layering allows you to provide suggestive choices, so the caller doesn't need to listen to an entire menu, while always allowing the caller to say "tell me all my choices".

Menu-Free Symptom Search utilizes the TuVox Perfect Router natural language application. This allows callers to state a complex symptomatic expression, which can then be mapped to up to 200 different intents. Each intent can be further clarified to get callers to a specific article.

Opt-In gives the caller an estimated wait time, allowing the caller to choose whether or not they want to try automation. A variety of pre-designed strategies are available – which can guide the caller more or less quickly to human agents.

Diagnostic Streamlining provides additional call flow options within each article – callers are taken through diagnostic dialogs and step by step procedures, shortening calls and improving success rates.

Step By Step Control breaks down articles into bite-sized chunks, so that callers can use built-in commands including "wait", "repeat", "next", "go-back" at any point – moving at their own pace through the article.

Step Driven Pacing improves success rates further for time-sensitive operations. The TuVox Design Team carefully paces each step, to time actions to be as close as possible to the actual time it takes to perform operations.

THE TUVOX DIFFERENCE

The TuVox On Demand Family

TuVox On Demand provides a compelling architecture and business model. With TuVox On Demand, you pay only for what you use. And, unlike traditional licensed software, there's no need to maintain software. Access what you need On Demand and pay per minute or completed transaction.



TuVox offers a wide range of voice self-service applications, including the award-winning TuVox Perfect Router™, TuVox Voice Knowledge and TuVox Name and Address Change and Capture. Other TuVox speech applications include more

than 50 Self-Service Modules, Live Agent Time Savers, and custom applications.

TuVox's pure VXML architecture achieves maximum possible portability, risk mitigation and vendor independence.

TuVox gives you the ability to maintain your own speech applications. For companies that don't have the in-house expertise to manage speech applications, TuVox offers optional turnkey Managed Services in either a hosted or premise based model.

TuVox Portal

Anytime access through a web browser to:

Dynamic Application Management

Change open hours with TuVox SmartHours™. This unique capability combines speech automation with a web interface to allow you to easily manage hours without needing to record prompts – and provide clear information to callers about call-back periods.

Immediately close your call center in an emergency with the click of a button. A choice of pre-defined messages informs callers to call back.

Specific aspects of your application can be controlled through the click of a button.

You can upload your own voice "prompts" to your application with a few simple steps – allowing you to easily update the application.

Managerial Reporting

Reporting is the cornerstone of a successful voice automation system. Quickly see overall automation rates, transfer to agent rates, or system disconnect and system error rates. Also gain insight into how results vary by DNIS source, time of day, or season.

Optimization and Analytics

Improving the performance of a speech application requires analysis of *many* dimensions: high level call flow/design, detailed performance of each step, differential performance across different paths, how well the application is anticipating the correct words (grammar coverage), determining the speech recognition accuracy, finding out how well caller understand prompts. TuVox Analytics provide detailed insight into performance, and enable complete application optimization.

TUVOX: SPEECH WITHIN REACH

TuVox provides world-class speech applications to customers around the globe. TuVox speech applications range from the "How May I Help You" accessibility of TuVox Perfect Router to our over 50 application modules. The TuVox On Demand system provides superior application control, managerial reporting, and optimization – truly placing world-class speech applications within reach.

FEATURES

- ❖ Optimized Voice User Interface
 - Natural language or layered top level navigation
 - Diagnostic streamlining and controlled flow of information within an article
 - Breakthrough playback and pacing of prompting keeps the caller in control
- ❖ Highly optimized application update and management
- ❖ Most Expandable Solution on the Market
 - Depth
 - Breadth
 - Accessibility
- ❖ Rapid Deployment
- ❖ TuVox Portal
 - Application Management
 - Prompt Updates
 - SmartHours™
 - Managerial Reporting
 - Application Optimization Analytics
- ❖ Built On Award-Winning TuVox On Demand Technology
- ❖ Standards-Based Application Allows Hosted or Premise Deployment
- ❖ Speech Investment Protection Plan

TUVOX DESIGN CENTER

- Expertise at the heart of every TuVox Speech Application
- ❖ Utilize the unique ABC Methodology - "Always be Callable" - an industry-leading approach resulting in higher quality with less time
 - ❖ PhDs in various fields, with numerous patents and industry publications.
 - ❖ Average of 12 years industrial experience in designing and tuning industry leading speech applications.
 - ❖ Continuously developing innovative design strategies.
 - ❖ Experts in utilizing statistical language modeling (SLM), text-to-speech and voice authentication technology.