



Voice Applications



When 3M's customers call, they simply say their company name (i.e. CapGemini) and are immediately transferred to their account rep. Sophisticated sensitivity to time-of-day allows those calling in just before business hours to hold or leave a voicemail instead of having to call back.

And 3M's not just making it easy for its customers to connect. SayMyName connects 3M's 2000+ internal staff; they say the name of the person they want to speak with and are connected. When there are duplicate names, department disambiguation allows callers to indicate which department the person they're calling works in.



Subscribing to your favorite newspaper just got easier. To subscribe to the Globe and Mail, as well as to the New York Times, and Wall Street Journal, all you have to do is call in – at any time of day – and tell the speech-enabled system what you'd like to do.

Readers can start or suspend a subscription, update delivery addresses, make payments, inquire about their account, and register delivery complaints – all with natural voice commands



Canon customers access store locations and product information by simply asking for what they need.

The voice-enhanced system prompts callers to say what they need, processes the callers' response, and then interfaces with Canon's database to access the information.

To find store locations, ice³ asks callers to say their postal codes; then ice³ reads back the dealer closest to that region.

ice³'s menus are built dynamically, so whenever a change is recorded in Canon's database, ice³'s menu prompts update automatically; no software changes or manual updates are required.

Because dealer locations and product information are updated so frequently, ice³'s dynamic menus ensure that callers are always kept up to date



Swiss chalet has lots of loyal, hungry customers! Customers often order the same thing they had last week. Voice-enhanced last order lets customers order what they had last time without having to place the entire order again.

The system asks if you want what you had last time, confirms vitals such as delivery address, cutlery requirements and payment methods, and then pitches any current Swiss Chalet promotions.

Within one month of going live, 8869 'last orders' were processed through iceVoice.

About ComputerTalk

ComputerTalk is the voice solutions specialist, where one spoken command gets callers where they need to go. Founded in 1987, we provide integrated communication solutions for contact centers, enterprise, and Government agencies worldwide.

With hundreds of Microsoft-powered installations delivered on Intel hardware, our applications range from virtual networked CTI, to seamlessly blended agent-assist, to self-service. With 2,000,000 calls outsourced each month in hosted services, our secure multi-modal voice and data applications keep callers connected while on the go.

Built on VXML, SALT, next generation VoIP/SIP, TDM, or wireless technologies, our custom and pre-packaged voice solutions increase customer satisfaction and loyalty, generate higher revenues, reduce costs, and improve security. For more information visit www.computer-talk.com or call 1 800 410 1051.



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SALT LAKE CITY

xTalk, which delivers ComputerTalk's voice applications on Microsoft Speech Server, lets citizens of Salt Lake City pay traffic tickets, and make inquiries about building inspections and jury status with natural voice commands.

ComputerTalk's Consulting team taught the SLC team to create its own applications on MSS, covering everything from VUI design, code reviews, and system integration. SLC became self sufficient and is no longer reliant on outside help – nor will it incur the subsequent costs or time delays – to out-source development tasks.

Consolidating on xTalk, the city leveraged one infrastructure product for multiple departments, simplifying support requirements and slashing expenses.



Book club members check account status, place orders, decline the monthly book selection, or access FAQs over the phone at any time of day with natural voice commands.

By telling the system what they want to do, callers bypass lengthy and cumbersome menu options that might not even offer what they need. Callers can transfer to a live agent during business hours at any point.

With its voice-enhanced system, Doubleday became more accessible to its customers while enjoying lower operating costs and the assurance that customers are getting the information they need on demand.

Ministry of Government Services

The Office of the Registrar General is responsible for life events such as births, deaths, and name changes.

Its contact center was simply overwhelmed; the solution was to handle more calls through self service.

The multi-phase voice-enhanced project provides general information on birth certificates. Next phases include voice-enhanced FAQs for marriage, death, and name change; and making the entire application bilingual.

By speech enhancing, more callers can find out what they need to know from self service so they don't need to talk to an agent.

From January 1 to 29 (2006), ORG received 28,172 calls; 8,736 of those callers chose self service.