

employee productivity suite from Nuance

The experience speaks for itself™



Internal Dialer

Enhance employee communications and productivity with a speech-driven internal dialing application

Internal Dialer presents a tremendous opportunity for you to drive efficiencies throughout your organization by speech-enabling your employee directory. If your employees are frustrated with misrouted calls and fumbling through digit-based dialing schemes to enter an extension or spell out a name, and if you're tired of managing multiple telephone numbers and databases, then let us show you how Nuance's Internal Dialer can power employee communications.

DTMF is not suited for today's fast-paced, high-call volume environments...

- * 30%-60% of all calls handled by operators are generated internally.
- * Dynamic, large-scale corporate directories and an ever-expanding mobile force make it difficult for employees to remember extensions and phone numbers.
- * DTMF solutions force employees to remember extensions or fumble through key-pad entries to complete calls – not an efficient solution.



Drive Efficiencies from your Corporate Employee Directory...with the Power of Voice

The Internal Dialer provides fast, efficient employee-to-employee communications— either within a single facility, across facilities worldwide, or on cellular networks. Employees use the power of their voice to navigate extension and cellular phone directories and are then automatically transferred to the requested party — without fumbling with a key pad to spell out a name, or using valuable operator time to complete a call transfer.

One phone number to reach everyone!

Voice activated mobile workforce directory tool

No need for operators to transfer internal calls

No need to look up extensions in directories

Available 24x7



Internal Dialer A Mature, Proven Solution



- Integrated with Nuance's industry-leading Speech Recognition engine and Text-to-Speech module for superior accuracy and call completion rates

- Increased performance and accuracy using industry's largest dictionary with over 1 million pre-tuned names

- Quick and easy access to employee cellular phone numbers – using same primary dial-in number

- Enables employees to securely update their current contact number using voice-driven commands

- Automatic synchronization with corporate directory through LDAP or any flat file (.csv) format

- Support for digital, Analog and SIP-based integration

- Comprehensive suite of system administration tools to efficiently manage, analyze and improve system performance



Technical Specifications

With an innovative design and structured implementation approach, Internal Dialer is deployed quickly and easily. And, multi-lingual support ensures Internal Dialer fits seamlessly into your environment.

A turnkey solution supporting Windows Server System and Intel Telecom Products, Internal Dialer is an entry-level solution that establishes the essential building blocks for a speech-enabled organization.

Bundled Solution

- ◀ Dell rack server / RAID 1
- ◀ Nuance Recognizer 9 speech engine
- ◀ Text-to-Speech module
- ◀ Professional Recordings
- ◀ Remote Implementation & Training
- ◀ 1 Year PremiumCare support

System Requirements

- ◀ Minimum Dual Core Xeon Processor 2.4GHz (or equivalent)
- ◀ Minimum 2GB of memory
- ◀ Minimum 72GB of disk space
- ◀ Windows 2003 operating system

Need more info?

Just call **1-866-968-2623** and say "Sales Department"
or email us eps.sales@nuance.com

