

## **Acclaim Telecom Introduces Address Grammars for Speech Recognition Applications**

*Address grammars are a core building block to enable voice response systems to accept address information. Address capture can significantly reduce call center agent load for address changes, mailing, shipping and shipment tracking.*

Richardson, TX (PRWEB) March 10, 2006 -- Acclaim Telecom Services, Inc., a provider of enterprise Interactive Voice Response (IVR) solutions, today announced the availability of U.S. Postal Service address information structured for speech recognition applications. Precise, comprehensive and up-to-date address grammars are the fastest and most accurate way to gather speech-enabled address information from a caller.

“Allowing a caller to enter a street address via a telephone keypad with older voice response systems was nearly impossible,” said James Davis, President of Acclaim Telecom. “With the introduction of speech recognition systems from suppliers such as Microsoft and LumenVox, speech enabling address entry is much easier.”

The Acclaim Address Grammars include over 40,000 ZIP codes in the fifty U.S. states and the District of Columbia. Address grammars for U.S Territories, APO and FPO addresses are available also. Those address grammars provide a fast, accurate, economical means to enable customers to change addresses, order merchandise and track shipments through speech recognition.

Address grammars from Acclaim Telecom allow service-oriented organizations to identify incorrect ZIP codes and street names, to clarify ambiguous street names, to flag potentially incorrect address numbers, and to accept “aliases” for streets and cities that may have primary and alternate names.

“Monthly updates will include the latest U.S. Postal Service addresses, address corrections and tunings to improve recognition accuracy and a better text-to-speech (TTS) experience,” added Larry Rushing, Acclaim’s Director of Vertical Solutions.

A shipment demonstration of the address grammars is available by calling 866.324.6418. Further information is available at [http://www.acclaimtelecom.com/solutions\\_logistics\\_ivr.html](http://www.acclaimtelecom.com/solutions_logistics_ivr.html).

### About Acclaim Telecom Services

Since 1993, Acclaim Telecom Services has developed Interactive Voice Response (IVR) applications enabling voice access to information systems in finance, healthcare, logistics and retail. Acclaim’s expertise spans from legacy IVR systems with DTMF (Touchtone<sup>™</sup>) to the latest Automatic Speech Recognition (ASR) technologies. Acclaim is a Microsoft Speech Partner. For more information, contact Acclaim at 866.324.6416 or visit [www.acclaimtelecom.com](http://www.acclaimtelecom.com).

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