

# Speech Recognition Solutions From Acclaim Telecom Services

MICROSOFT® OCS 2007 SPEECH SERVER IVR  
SYSTEM AND FEATURES OVERVIEW



**Microsoft OCS 2007 Speech Server leads the industry in providing outstanding Return on Investment and low Total Cost of Ownership.**

## Overview

Microsoft® OCS 2007 Speech Server has the performance and tools to create customer-pleasing speech applications!



### EXECUTIVE SUMMARY

Microsoft® Office Communications Server (OCS) 2007 Speech Server enables powerful, easy-to-use speech-automated self-service applications, enhancing customer satisfaction while lowering support costs. Speech Server combines Web technologies, speech-processing, and Voice-over-IP (VoIP) telephony capabilities into a single integrated system.

Companies can use Speech Server for Touchtone® and speech-enabled applications, leveraging their existing IT and contact center technology. Speech Server reduces capital, programming and maintenance costs to a fraction of current levels.

### COMPLETE PACKAGE

Competing speech-enabled IVR platforms require à la carte purchase of speech recognition engines based on grammar size, languages required, text-to-speech requirements, telephony interfaces and tools for monitoring and reporting. Speech Server includes all these at a single price, ready to tailor to your unique requirement.

OCS 2007 Speech Server sets a new standard for speech application development.

# A New Performance Standard

## CONVERSATIONAL UNDERSTANDING

Historically, speech-enabled applications were driven by rule-based grammars that predicted what the caller might say and restricted how users could interact with the system. Today, customers demand a more natural conversation with the speech application. The technology must handle more complex, conversational user input. OCS 2007 Speech Server's Conversational Grammar Builder enables development of grammars without complex rule writing.

## SPEECH TUNING AND ANALYSIS

Analysis and tuning of speech applications during trial phases and after deployment is simplified with Speech Server's "Analytics and Tuning Studio." The Speech Log Analyzer sharply reduces the time and expertise required to analyze and tune a Speech Server application. Failing tasks and poor recognition performance are highlighted immediately. The Grammar Analyzer automatically identifies out-of-grammar user input, without the need to listen to hundreds of calls.

## ADMINISTRATION AND MANAGEABILITY

Speech Server enables network administrators to configure the core functionality required to manage speech applications.

- Speech Server supports both local and remote administration.
- Allows hot-swap updates without requiring system re-start
- Ability to add servers and replicate settings across multiple servers
- Easily define and manage application start pages, memory limits, timeout parameters, and tuning parameters
- Set/alter locations of recorded prompts directory (for multi-language applications)
- Administer barge-in settings
- Detailed event logging for application troubleshooting and tuning
- Back-up of run-time settings
- Event and performance monitoring
- GUI-based tools for managing Network Load Balancing
- Ability to play Call Viewer audio through Windows Media® Player



## Voice-over-IP

Voice over Internet Protocol (VoIP) allows users to use a single merged network for voice and data, enabling unified communications, managing data in parallel with calls and powerful call routing

Microsoft® OCS 2007 Speech Server, Exchange 2007 Unified Messaging and Office Communications Server 2007 are based on VoIP's Session Initiation Protocol (SIP).

For IT professionals, the support of industry standard protocols like TCP/IP, Real-time Transmission Protocol (RTP) and Session Initiation Protocol (SIP) enable open architectures on standard hardware used throughout the enterprise for traditional telephony and new innovative applications. Employing standards lowers the cost of deployment and enhances the productivity of employees.

## Features

- Simple configuration for SIP Peers for connection to telephony networks
- Handles both TDM and VoIP SIP calls
- Make and receive calls from different types of SIP peers such as SIP gateways, IP-PBXs, Proxies and SIP phones
- Enhanced telephony capabilities like call-on-hold/resume calls, different types of call transfers, and audio redirects to a new location while maintaining full control of the call
- Supports queuing (MSMQ) to enable outbound notification applications
- Authenticates call setup through secure protocols like MTLS and white listing of SIP Peers
- Enables encrypted audio through SRTP
- Enables calls across NATS and firewalls through ICE
- Built-in detection capabilities to identify the entity (human, answering machine, fax) which answered the call

## Speech Technologies

Speech Server has all the speech capabilities needed for sophisticated speech enabled-telephone applications, including the state-of-the art Microsoft® Speech Recognition, and Speech Synthesis.

### Features

#### Speech Recognition

- Award winning speech recognition algorithms including phonetic models combined with whole-word models for optimal continuous digit and command word recognition
- Wireless Modeling (compensating for noise in calls from wireless devices)
- State-of-the-Art grammar handling, with Parallel Grammars, Dynamic Grammars, Statistical Language Models and Natural Language Phrasing
- Supports small, large and huge (millions of utterances) grammar files
- Support for Dynamic Menuing
- Speech and Grammar based barge-in, with refined sensitivity settings
- Multi and Multiple Language Support
- Adaptive Acoustic Modeling (i.e. Male/Female and Wireline/Wireless)
- Pre-Built Grammars and Application Controls
- Support of <lexicon> tag in SRGS grammars

#### Text-to-Speech Engine

- Includes fully integrated Nuance RealSpeak™ 4.0 text-to-speech (TTS) engine

#### Prompt Engine

- Includes Microsoft® prompt engine for playing standard pre-recorded .WAV file format prompts

#### Application Programming Suite Options with Microsoft® Visual Studio .NET

- Dialog Workflow Designer (Graphical User Interface)
- VoiceXML
- SALT

#### Leverages Microsoft® Standard Administration Tools

- Microsoft® Management Console (MMC)
- Windows Management Instrumentation (WMI)
- Microsoft® System Center Operations Manager (MOM)
- Windows Performance Manager
- SQL Reporting Services

#### Standards Support (W3C – world wide consortium)

- VXML 2.1 standard compliant
- W3C SRGS for grammars
- W3C SSML for speech synthesis
- W3C SISR for semantic interpretation
- PA phone set support



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## ABOUT ACCLAIM TELECOM

Acclaim Telecom is a trusted, professional source of reliable, cost-effective speech-enabled solutions. Founded in 1993, we are headquartered in the Dallas suburb of Richardson ... the heart of the "Telecom Corridor."

Our professional team members average over ten years of experience, and have developed over 1,000 IVR applications. We respond to your needs quickly, and leverage today's most advanced speech technologies to meet your technical, financial and business objectives.

Forward-looking companies recognize the value of enabling customers to conduct business through automated speech recognition. Smart companies rely on Acclaim to develop and maintain their speech recognition systems.

To learn how a speech recognition system can reduce costs, improve performance and build customer satisfaction for your business, contact the professionals at Acclaim Telecom today!

### • SPEECH SOLUTIONS

- Call Flow Design
- Speech Solution Design
- Speech Solution Integration
- System Support & Maintenance
- Speech Solution Hosting

### • INDUSTRIES PORTFOLIO

- Auto Attendant
- Financial
- Healthcare
- Insurance
- Logistics and Fulfillment