



LumenVox®

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innovation

LumenVox

LumenVox is a speech automation technology company that provides carrier grade telephony speech products. LumenVox core products include the Speech Recognizer (ASR), Text-to-Speech Server (TTS), Call Progress Analysis (CPA, which incorporates Answering Machine Detection), Speech Tuner, and Statistical Language Model (SLM) support. Based on industry standards, LumenVox speech software is one of the most accurate, natural sounding, and reliable solutions in the industry. Its products, which support speech-enabled self service on Avaya Aura® Experience Portal, are the foundation of a successful speech solution.

Offers

LumenVox Automated Speech Recognizer

- **Compliant with:** Avaya Aura Experience Portal
- **Offer Solution Category:** Mobility, Call/Contact Center, Speech/Voice Recognition
- **Primary Industries Served:** Education, Financial Services, Government, Healthcare, Hospitality

The LumenVox Automated Speech Recognizer is a software solution that converts spoken audio into text, providing users with a more efficient means of input and interaction with automated systems. Available in 32- and 64-bit versions of Linux and Microsoft Windows, the hardware-independent Speech Recognizer powers speech solutions and platforms deployed in enterprise and SMB environments worldwide and supports multiple languages. The LumenVox Speech Recognizer also supports Natural Language Understanding (NLU) applications through development of Statistical Language Models (SLM). These advanced speech development techniques provide end users with a more natural speech interface to the ASR. The LumenVox Speech Recognizer is a speaker independent solution - anyone can speak to the Recognizer, and it will match their spoken audio to phrases from the grammar.

Member presence in
North America, EMEA,
APAC and CALA.

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LumenVox Text-to-Speech Server

- **Compliant with:** Avaya Aura Experience Portal
- **Offer Solution Category:** Mobility, Call/Contact Center, Speech/Voice Recognition
- **Primary Industries Served:** Education, Financial Services, Government, Healthcare, Hospitality

The LumenVox Text-to-Speech Server provides text-to-speech synthesis, turning written text into spoken speech. This technology allows any computer or IVR application to convey information to a user, providing an accurate and affordable means of speech enabling an organization's telephony platform or software application. Some common uses include telephone systems, automotive applications, and programs to assist the disabled. It is particularly useful when reading dynamic data that cannot be pre-recorded, such as reading live text from the Web or a street address from a database. The LumenVox TTS Server is available in 21 languages with a variety of male or female voices for each language, enabling customization that provides customers with a natural experience.

LumenVox Call Progress Analysis

- **Compliant with:** Avaya Aura Experience Portal
- **Offer Solution Category:** Mobility, Call/Contact Center, Speech/Voice Recognition
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The LumenVox Call Progress Analysis solution analyzes the audio during call start up, scanning for telephony messaging tones. When the call is connected, it automatically begins to use advanced speech analysis to determine if the answering party is human or a machine, enabling call steering applications to send the call to a live agent as needed. From there, it continues to listen for fax, voicemail, or Special Information Tones (SIT), playing the right message at the right time. Using LumenVox Call Progress Analysis will help an organization's predictive dialer or IVR get the right message to the desired recipient more accurately than ever.

Success Story

Security Service Federal Credit Union

Member product/service: LumenVox Automated Speech Recognizer and LumenVox Text-To-Speech Portal

Associated Avaya products: Avaya Aura Experience Portal

Challenge:

Security Service Federal Credit Union (SSFCU) is the eighth-largest credit union in the United States. With the growing issue of texting and driving, SSFCU needed to implement a speech solution to allow customers to check account balances, transfer funds and pay bills from a cell phone. Its IVR receives around 500,000 calls in a typical month. The main goal in moving to speech recognition was to reduce the number of calls being transferred to agents.

Additionally, SSFCU was looking for a method that would allow auto dealers to obtain payoff amounts for car loans. SSFCU has relationships with over 350 dealerships throughout the United States and wanted to provide them with a more efficient interaction.

Solution:

SSFCU upgraded to the Avaya Aura Experience Portal and used the LumenVox Automated Speech Recognizer and LumenVox Text-to-Speech Server to provide the speech-enabled portion of the IVR. SSFCU was pleased with the short time to implement the solution as well as the ease of working with LumenVox technical support.

Value:

One of SSFCU's main goals in moving to speech recognition was to decrease the rate at which callers transferred to agents. Previously, callers were sent to agents an average of 26.2% of the time, and after the speech-enabled IVR was put into place, that number decreased to 24%. Security Service Federal Credit Union was able to reduce calls to its call center by 11,000 calls per month, and improved its overall IVR experience, especially for hands-free users on mobile phones. Additionally, the solution provides 24/7 availability, allowing customers to access the self-service information whenever they want, even when live agents are not available.

The relationships SSFCU has with their 350 dealerships also improved significantly after implementing the easy-to-use method of obtaining car loan payoff amounts as well as information regarding overdue accounts.