



LumenVox Automated Speech Recognizer Helps Protection 1 Technicians Ace Their Tests

One of the largest full service security providers in the U.S., Protection 1 installs, maintains, and monitors security systems for single-family homes, businesses, and multi-family properties. The company serves more than one million customers, employs over 2,900 people in more than 70 locations across the country, and has a 95.6% customer satisfaction rating and an A+ Better Business Bureau rating.

The solution for Protection 1 includes:

- LumenVox Automated Speech Recognizer, a software solution that converts naturally spoken language into text for a quality user experience.
- Avaya Aura® Experience Portal, a multichannel application platform that unifies and orchestrates a high value, highly satisfying brand experience.

Challenge

When Protection 1 technicians are in the field installing security systems, they need to verify the voice quality of the telephone connection between the customer site and Protection 1's service center. This involves making a call from the customer location and performing a series of voice tests.

While the tests have proven crucial in maintaining service quality, they are relatively labor intensive and the cost to staff a call center became prohibitive. Protection 1's call center operations estimated that 30 new agents need to be hired and trained for this task every year.

Solution

Protection 1 contacted one of Avaya's authorized partners for help resolving its issues. Leveraging the interactive voice response (IVR) capabilities of the Avaya Aura® Experience Portal and the speech recognition functionality of the LumenVox Automated Speech Recognizer (ASR), the team built a customized two-way voice IVR application that automates the voice tests Protection 1 technicians must perform.

Instead of dialing a call center and talking to agents, field technicians call into the IVR. Using the LumenVox ASR, the technicians speak to the IVR and verify that it can understand them, proving the transmission quality between the customer site and the Protection 1 service center is good. Likewise, the system can play back pre-recorded prompts and audio files, proving that the voice quality is comparable in both directions.

Prior to installing the LumenVox ASR application, technicians used telephone handsets to verify the connection. Making the calls using a handset optimized the voice quality captured. However, the LumenVox ASR solution captures the technician's voice through far field microphones and plays the audio back through security panel speakers installed in the customer's site. The LumenVox ASR performed exceptionally well in this challenging acoustic environment, carrying out an impressive technical achievement.

Results

Out of the box, the LumenVox ASR automated 75% of test calls, significantly reducing the demand placed on

About DevConnect

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About Avaya

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit www.avaya.com.

Protection 1's call center. By automating the voice quality verification process, Protection 1 eliminated the need for 30 additional agents. In addition, the team found the application very easy to install, configure, and integrate with Avaya Aura® Experience Portal. Documentation in the LumenVox Knowledge Base offered step-by-step instructions and screenshots, and the LumenVox Support team provided precise and timely answers whenever a question was raised.

"LumenVox provides a first rate product and great support," says David Utt, Senior Telecom Manager for Protection 1. "We made the right choice in working with them."

Learn More

To learn more about Avaya solutions and DevConnect Technology Partner LumenVox, contact your Avaya Account Manager or Avaya authorized Partner. Or, visit us online at www.devconnectmarketplace.com.

ABOUT LUMENVOX

LumenVox is a speech automation software company providing core speech technologies to organizations around the world. Based on industry standards, its Speech Software is certified as one of the most accurate, natural sounding, and reliable solutions in the industry. LumenVox technology provides tools for effectively connecting and communicating with users, increasing user satisfaction, and improving employee productivity.

For more information, visit www.lumenvox.com.