

Automated Speech Recognition



Innovate
Passionately

LumenVox is a speech automation solutions company providing technology design, development, deployment, tuning and transcription services. Since 2001, we have gained respect for our speech automation software, Speech Engine and tuning products, certified as amongst the most accurate and reliable in the industry.

Through accurate speech recognition and powerful tools, our software helps hundreds of contact centers, platform providers, IVR developers, system integrators and IP-PBX vendors achieve their speech integration goals. LumenVox technology is used by companies like Verizon, GM, Toyota, Kmart, the Aussie Post, British Telecom, government agencies, hundreds of banks, telecom service providers, 511 operations and thousands of other resellers and developers.

LumenVox technology is the foundation of a successful speech solution. We provide the tools to help you communicate more effectively, increase efficiency, reduce operating costs, increase customer satisfaction and improve employee productivity.

Each of our clients is a true partner. We are well known for our outstanding customer service as we guide you through your speech application development and deployment process. And we're there for you with joint sales, marketing, education, training and customer support teams and programs after you've deployed your speech solution. As a result we've won numerous awards for innovation and technical excellence.

Our priority is creating solutions and interactions that illuminate advanced communication.

Why Choose LumenVox?

Core Technology Experience

- Ten years creating carrier-grade ASR software
- Produced speech applications in many countries

Accuracy and Reliability

- Certified as amongst the most accurate and reliable ASR products in the industry

Leading Edge Technology

- Most powerful Speech Tuner in the industry
- Only major ASR vendor to offer 64-bit
- Most realistic, natural-sounding TTS

Cost-Effective and Flexible

- Multiple ways of billing and licensing
- Proven cost-effective and high-value

Hosting Experts

- Nearly twenty years of hosting experience, processing billions of minutes per year
- We have written the majority of the core programs and functionality in our state-of-the-art platform
- Scalability with little additional cost allows us to pass savings onto our clients

Products and Services

LumenVox Speech Engine 10.2

The LumenVox Speech Engine is an accurate, speaker- and hardware-independent, standards-based speech recognizer that supports multiple languages and performs speech recognition on data from any audio source. The Engine provides developers with an efficient development and runtime platform, allowing for dynamic language, grammar, audio format, and logging.

LumenVox Speech Tuner 10.2

The LumenVox Speech Tuner is designed to perform tuning and transcription, as well as instant parameter, grammar, and version upgrade testing of any speech recognition application. It reduces the work of your post-deployment application revisions and allows you to bring tuning in-house.

Answering Machine and Fax Detection

LumenVox's Answering Machine Detection (AMD) technology delivers outbound messages by detecting answering machine and voicemail tones. Our tone detection modules also detect fax machines.

LumenVox Text-to-Speech Server

The LumenVox Text-to-Speech Server (TTS) provides Text-to-Speech synthesis, turning written text into spoken speech. It supports the Speech Synthesis Markup Language (SSML) but it can also accept plain text in order to perform synthesis.

LumenVox Transcription

LumenVox's Transcription Service is designed to transcribe only a few audio files or many long freeform messages quickly and accurately. We transcribe audio files such as lectures, interviews, podcasts, conference calls and focus groups virtually in any format.

LumenVox Hosting

LumenVox maintains partnerships with several leading voice platform providers allowing us to host voice applications on a variety of the best VoiceXML-enabled platforms. We also run an on-site, state-of-the-art data center built specifically for hosting speech and telephony applications.

LumenVox Professional Services

Our Professional Services Team will navigate you through the stages required to develop a world-class speech recognition application. Whether you're just starting out, have an existing speech application, or want to implement new speech solutions to an existing platform, we offer a wide range of professional services to meet your needs.

LumenVox Design Workshops

If you're considering building a new speech application or revising an existing one, engaging LumenVox at the beginning of your discovery process can save time and money down the road. Our discovery process begins with a Design Workshop. In the Workshop we'll address the business and technical objectives of your proposed speech application and perform a complete assessment of your current infrastructure.

LumenVox Solution Documentation

Based on the discoveries and infrastructure assessments gained from the Design Workshop, we'll build a complete Solution Document that includes full technical and functional specifications for the development of your speech application.

LumenVox Development Cycles

Once the Design phase is finished, we'll initiate a concentrated series of iterative Development Cycles, giving you regular feedback to ensure that our development efforts meet with your specific needs as outlined in the Discovery and Design phases. During the Development phase we build automated unit tests and write test scripts so that we can efficiently and reliably perform regression testing on your Speech Solution.

LumenVox Hosted or Premise-Based Deployment

Finally, we'll work with you to deploy your new speech solution as a hosted or premise-based application. Once the hosting platform is selected we'll performance-test your application to make sure it's working properly. And if you're hosting with LumenVox we ensure 24/7 monitoring tools to meet strict uptime requirements.

The LumenVox Speech Tuner 10.2 can also be used to fine tune the application and grammars to achieve the highest performance levels, transcribing user responses, and analyzing its success.

Speech Engine

Speech Tuner

Text-to-Speech

AMD

