

LumenVox Automated Speech Recognizer (ASR)

WHAT WOULD YOU LIKE TO DO?



DEVELOP INNOVATIVE AND DYNAMIC
SPEECH-ENABLED SOLUTIONS



Speech recognition presents an exciting and dynamic set of opportunities for creating great user experiences and efficiencies. Speech applications today range from self-service telephone applications such as banking applications, to mobile applications that allow users to speak commands and compose messages with their voice. In the future, we can expect to see virtually every sort of application integrate speech recognition in some form.

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.

LumenVox is 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.

The LumenVox Automated Speech Recognizer (ASR) is a software solution that converts spoken audio into text. Not all ASRs provide the same capabilities and some may be limiting and constraining. The LumenVox ASR is an industry leader in its ability to recognize naturally spoken language and its tuning flexibility, which provides for quality user experiences and high user completion rates.

LumenVox ASR Features

Build world-class speech applications while maximizing the return on investment with the LumenVox Automated Speech Recognizer (ASR)

Distributed Client/Server Architecture — seamlessly grow your speech environment

You can't afford service outages or hardware failures. The versatility of the LumenVox client/server architecture allows your administrators to seamlessly grow speech environments. This distributed architecture provides stability through redundant installations and achieves higher levels of performance through load balancing, without requiring increased processor load.

Standards Support — let industry standards simplify development

Our adoption of standardized protocols and development tools make it easy to replace your existing ASR with the LumenVox solution. Our Media Server supports MRCP v1 and 2, we are VXML and PCI compliant, and our grammars can be written in GrXML or ABNF, with SISR and SRGS capabilities.

Server-Side Speech Grammars — efficient support for large speech grammars and compiled grammars

LumenVox's unique solution offers even more efficient support for large speech recognition grammars through advanced server and client-side grammar caching. Server-side speech grammars allow large grammars to be compiled once and saved so that they can be loaded again very quickly and without using up valuable processor or memory resources.

Voice Activity Detection (VAD) — accurately separates speech from background noise

Whether the call is coming from a crowded restaurant or inside of a speeding car, the LumenVox Speech Recognizer separates speech from background noise using Voice Activity Detection (VAD). VAD listens for energy level (volume), frequency (pitch), changes in frequency and duration qualities to accurately detect the actual speech.

NBest Results — improves user interaction

NBest technology with the LumenVox Speech Recognizer is particularly effective when callers need to spell names, street addresses or email addresses. Using NBest, the system can prompt the caller with the best results, ultimately eliminating the need for the caller to continuously repeat themselves.

Flexible Licensing — choose the right pricing model for your project

With a selection of licensing options to choose from, it is easier than ever to deploy LumenVox's suite of products. Options include per-port, monthly subscription, use-based, bursting, and Software as a Service (SaaS). In most cases, the LumenVox software will be deployed locally to your application, right where you want it for optimal results.

For sales contact us at +1 858 707 7700, say "Sales" • www.lumenvox.com •   