

Mobiso Unified Speech Assistant For BroadWorks

FOR the SERVICE

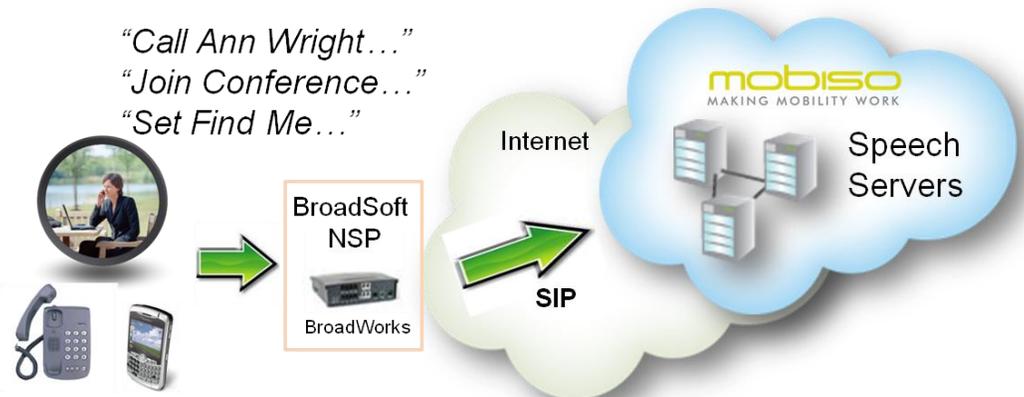
PROVIDER

- Unlock the power of the human voice!
- Easy way to add speech apps to BroadWorks
- Only needs a SIP connection
- 7x24 support
- On staff linguists, speech experts
- Automated provisioning for easy setup and billing

FOR the CUSTOMER

- Unlock the power of the human voice!
- Numberless calling and conferencing
- Just speak a command into any IP or mobile phone
- Eliminates need to remember numbers or access codes
- Available in most languages worldwide

- Increase customer satisfaction and retention
- EZ setup and automated provisioning through BroadWorks
- Easy voice controls for BroadWorks dialing, conferencing, and Anywhere



AS A SPEECH COMPANY IN SAAS for 15 years, Lyrix has perfected the science of delivering speech applications that increase business productivity. Lyrix developed middleware logic (US patent), monitoring software, and a Day2 service methodology that delivers accuracy rates beyond any speech directory in the industry. A claim validated by some of the most demanding customers in the world. With growing bandwidth and the ubiquity of SIP, Lyrix delivers high quality speech applications from the cloud. The Mobiso Unified Speech Assistant for BroadWorks removes the previous barriers to broader speech acceptance, eliminating the hardware, price, and expertise issues making deployment simple and quick.

HIGH VALUE SERVICE: The Mobiso Unified Speech Assistant for BroadWorks unlocks the power of the human voice and instantly empowers a highly mobile and dispersed workforce to be more productive and reachable to improve your customers bottom line.

With an increasing number of employees working from home or from their mobile devices, Mobiso Unified Speech Assistant for BroadWorks enables a truly “numberless enterprise” and can be used to easily and quickly connect customers with employees, and mobile workers to instantly start a voice conference with colleagues. These benefits are well known, but the success of speech in the market has been dampened by the costs of hardware, licenses, and the ongoing support needed to ensure accurate and satisfying user experiences. Lyrix has solved these issues for all BroadWorks based service providers.

MOBISO AND BROADWORKS – A MARRIAGE IN THE CLOUD: Lyrix is a BroadSoft partner, with the Mobiso Automated Speech Attendant available on the BroadSoft Xtended Marketplace. Our close working relationship has resulted in tight integration to BroadWorks, enabling a fully automated provisioning and maintenance process.

Leverage your BroadWorks Investment

◀ Mobiso automatically creates a cloud tenancy for your customer and directory adds, deletes, and changes flow to the cloud, keeping the customer's speech directory up-to-date. Once enabled, a user dials the Mobiso Unified Speech Assistant for BroadWorks and is passed to the Mobiso cloud over SIP, where Mobiso converses with the caller to activate the desired service. The user may speak people, places, product names, customers, services...whatever the customer feels is useful. External callers, trying to reach company employees can be serviced by Mobiso the same way, with a company greeting welcoming the caller and then routing the caller to the correct destination; in this way, Mobiso Unified Speech Assistant for BroadWorks serves as a Front Desk application in addition to an internal productivity tool for the employees.

BroadWorks Integrations

Mobiso Unified Speech Assistant integrates seamlessly with the BroadWorks platform:

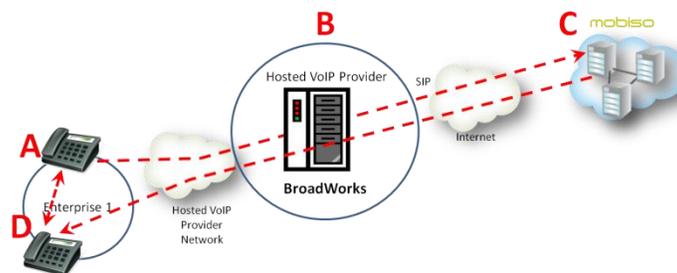
- Speech Enabled Auto Attendant
- BroadWorks Anywhere
- Conferencing
- Authentication
- Spoken Name Sync.
- Directory Sync.

Mobiso Linguistics

- Escalates standard speech interactions to Lyrix Linguistics team for analysis and improvement
- Rapid identification and auto correction of speech recognition issues
- Administrator reports to summarize issues, performance improvements.

ADDITIONAL RESOURCES

To Order or Find out more go to:
mobiso.com/partners-broadsoft



Caller **A** dials Mobiso extension (speed dial button)

BroadSoft (**B**) routes call to Mobiso cloud (**C**)

Mobiso greets caller and activates the BroadWorks service requested

Mobiso transfers (REFER) caller to destination (**D**)

Call path results in direct audio connection between **A** and **D**

Speech Enabled Auto Attendant: *Enhance caller satisfaction & employee productivity and safety while reducing costs.*

Meet-Me Conferencing: *Rapidly response and collaborate by instant conference calls on-the-fly with teams, colleagues and business partners.*

BroadWorks Anywhere Management: *Easy set Remote Office – Tell the system ‘send my calls to this phone’ to receive calls at a location.*

Authentication: The Mobiso speech interface has access to BroadWorks authentication to control access to BroadWorks features.

BroadWorks Spoken Name Sync.: Employees record their ‘spoken name’ once and is propagated automatically to Mobiso.

Directory Sync.: BroadWorks and Mobiso are integrated and employee record adds/move/delete are automatically kept synchronized.

With a solution available to meet any customer need, Mobiso Unified Speech Assistant for BroadWorks can help delight your customers while saving them time and money.

LYRIX SERVICES

- 24 * 7 Live Technical Support
- HR and Billing Integration
- Business Process Outsourcing
- IT integration to Cloud Services
- Customization / Re-Branding
- Speech Recognition Optimization
- Guaranteed Warranty & S L A

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