T3 Telecom Software, Inc.
Powering enterprise communications through integrated telephony solutions.

T3main Speech Recognition

Highly Integrated, Cutting-Edge Speech Recognition Engine for Advanced Telephony Applications

T3main is an innovative and comprehensive telephony solution harnessing the best technologies in the telecommunications industry. A unique single-platform approach provides flexible voice and data capabilities to support a variety of location sizes, regional requirements and technology infrastructures.

T3main's cutting-edge speech recognition technology improves system flexibility and supports a variety of business applications. T3main's Speech Recognition, powered by Natural Speech Communication (NSC), enables highly reliable speech recognition from telephones, cell phones and speaker phones. More intuitive than a touch tone interface, T3main Speech Recognition allows callers to use simple and intuitive voice commands to get immediate access to the information they need, decreasing operational costs and increasing customer satisfaction.

T3main Speech Recognition Applications

Global Directory – Using natural voice commands, callers no longer have to memorize extensions or know how to spell an individual's name. Through Address Book, internal callers can look up names directly from Microsoft® Exchange® or other address books. This feature may be password protected.

Flexible Administration
- Names are generated automatically from voice mailboxes.
- Multiple aliases can point to the same mailbox (such as nicknames or department names).
- Configurable parameters include confirmation tone, sensitivity, first name and/or last name, and extension.

Voice Activated Messaging – Access voice messages through voice commands, eliminating the need for touch tone operation of voice mail. Imagine if you no longer had to memorize confusing voice mail codes and simply inquired to "play messages from yesterday" or "check if I have a message from Mr. Jones."

Interactive Voice Response – Optimize service center quality and operational costs through "voice-driven" services. Callers can easily access account information, register for events, or activate services when IVR is voice-enabled.

Speech Enabled PBX – Simplify usage of phone systems through T3main speech recognition in PBX environments. Functions that normally consist of multiple steps, such as forwarding a phone extension, can be programmed to accept simple voice commands.

Cutting-Edge Speech Recognition Capabilities

Automatic Speech Recognition (ASR) engine	Incorporates phoneme-based recognition, Speaker Independent Recognition (SIR).
Compact hardware solution	Because the NSC speech board resides in the same server as T3main, additional CPU resources are not required.
Dynamic resource allocation	T3main dynamically manages speech board resources. Resources can be split when less processing power is needed, reducing costs.
Cost effective servers	The speech board provides the extra resources needed for speech recognition capabilities, allowing lower capacity servers to be used for smaller applications.
High-end, high density capabilities	High density boards and up to 120 concurrent speech recognition channels per board allow the use of only one server even with a significant amount of voice traffic.
Barge-In	A context-sensitive filter helps reduce false barging due to background noise and non-relevant utterances.
Full DTMF	Touch tones are available to callers.
Internationalized System	Languages include English (US and UK), Spanish (US), Russian, German, Arabic and Hebrew.