T3 Telecom Software, Inc.

Powering enterprise communications through integrated telephony solutions.

T3arigato®

Reduce costs and improve service center quality through a highly adaptable and accurate speech-enabled auto attendant.

Put Your Customers First

Callers expect convenience and ease of use when interacting with your organization. Novice and experienced users have different needs and you need to provide a highly intuitive system that maintains service center quality.

Optimize Costs Through Voice-Driven Services

T3arigato® is a highly accurate and natural speech-enabled auto attendant. It allows callers to use simple and intuitive voice commands to gain immediate access to the information they need, when they need it. Through the use of T3arigato, callers use natural speech to reach a person, department, or location to bypass the operator and directories.

T3arigato optimizes service center quality and operational costs through voice-driven services and by automating frequently requested information (such as directions or store hours). And while callers are being routed through menu-driven options, T3arigato can automatically provide them with important announcements, such as special holiday notices or service disruptions.

Designed to Bring You Into the Future

T3arigato is built on T3 technology and the Linux Operating System, providing a high degree of scalability, reliability and security. Designed for ease of deployment and administration, T3arigato easily integrates with your installed PBX, pre-existing voice mail, and directory databases. And since T3arigato is fully integrated with T3main®, you can extend its capabilities into other T3 applications at any time, providing you with a flexible telephony solution that meets and grows with your business.

T3arigato Benefits

- Reduce operational costs and improve service center quality by removing the need to print directories and hire and train attendants.
- Maximize employees' productivity by enabling attendants to focus on other tasks.
- Increase customer satisfaction by reducing hold time and offering 24/7 self-service.
- Enhance your company's image by providing a multi-lingual, state-of-the-art, speech-enabled auto attendant system that demonstrates your commitment to unsurpassed customer service.
- Deploy your auto attendant system quickly and easily with pre-built integration libraries, and configure the system to meet your unique business requirements.

T3arigato Features

Global Directory

T3arigato can be connected to your organization's pre-existing name directory, simplifying management through a single database. Internal callers can look up names directly from your corporate email server, including Microsoft® Exchange® and Lotus Notes®. A permissions-based system allows employees to perform automated actions, such as calling a colleague's cell phone with a simple voice command. Optional password protection ensures a secure connection to the server.

Large Vocabulary Dictionary

T3arigato has a built-in dictionary which supports the recognition of a large vocabulary and grammar encompassing thousands of words. This feature allows your auto attendant to support as many words as possible, ensuring a seamless experience for the caller.

Natural Language Processing and Barge-in

T3arigato supports Natural Language Understanding (NLU), allowing callers to speak normally and in full sentences. Pauses, laughter and other background noises are ignored, while specific words that are relevant for the call are identified.

Most automated attendant's barge-in capabilities are based exclusively on noise level, which means background noises can interrupt a caller's navigation through the system. T3arigato contains an additional level of reliability, helping to reduce false barging due to background noise and non-relevant utterances.

Multi-lingual Support

T3arigato is a fully internationalized product providing multi-language support. It is currently available in English (U.S. and U.K.), Spanish (U.S.), Russian, German, Arabic and Hebrew.

Ease of Deployment

Pre-built integration libraries offer quick and easy deployment of T3arigato. Integration with your existing mail directory allows for simple creation of the database.

Flexible Administration

A web-based administration tool provides flexibility when setting up and maintaining T3arigato. Unlike other automated attendants, names can simply be copied from a pre-existing mailbox list or email directory. There is no need to build an additional phonetic description of names to properly interpret callers' commands.

T3arigato also provides you with a high degree of flexibility to configure the auto attendant. Point multiple aliases to the same mailbox/extension, allowing callers to reach a department or individual through more than one identifier. For example, Anthony Smith could be reached by "Anthony Smith," "Sales," or his nickname "Tony." T3arigato allows you to further configure parameters, such as playing a confirmation tone, setting the processing sensitivity level, and including first name and/or last name and extension recognition.

Integration

T3arigato integrates with a wide variety of digital, serial, ISDN and Analog PBXs, as well as SIP-enabled PBXs. Below is a sampling. We invite you to contact your sales associate for further information.

Digital	Serial	IP	ISDN	Analog
Avaya	Tadiran	SIP	QSIG	Most Analog
Mitel	Telrad		DPNSS	Switches
NEC	Cortelco		Nortel	
Nortel			Lucent	

Scalability

As your organization and call volume expands, so does the T3arigato. The platform manages 2 to 120 connections per server, and up to 10 million users / 255 nodes while connecting to any database engine on the LAN/WAN to allow for distribution of the load among as many servers as required. The platform can be implemented as a single machine/multi-server where all servers reside on the same physical machine or for additional processing power, in a fully distributed mode where each server resides on a different machine.

About T3 Telecom Software, Inc.

T3 Telecom Software offers 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.

The company's progressive building block approach allows customers to build a highly customized and configured telephony application that meets unique business requirements without in-depth knowledge of programming and telephony. T3 Telecom Software's suite of products includes next-generation unified messaging, speech recognition and voice verification capabilities, as well as traditional voice messaging, interactive voice response, fax, and automated attendant functionality.

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