

CallegraVOICE™

Voice Enabled Auto Attendant

Callegra .UC™

- ▣ CallegraVOICE™
- CallegraFAX™
- CallegraINBOX™
- CallegraWEB™
- CallegraTTS™
- Callegra .UC SDK™

CallegraVOICE delivers the most customer friendly call routing advantages through industry-leading voice recognition solutions. By eliminating the need for auto attendant menus, dial-by-extension directories, or lengthy department lists, CallegraVOICE offers a comfortable, natural way for callers to connect—simply speaking a persons name or the name of a department, such as “Customer Service.”

Key Benefits:

- A Better Way To Connect
- Improved Productivity
- Unquestionable Reliability

A Better Way To Connect

CallegraVOICE offers convenient call routing advantages to incoming callers. With its ability to understand the human voice, CallegraVOICE easily assists customers with connections to the right destinations at the highest levels of efficiency. Unlike other systems, CallegraVOICE does not require your customers to “wait for the beep” before they can speak. Callers can simply speak a persons name or the name of a department while any system prompts or greetings are playing. With such a fast and friendly telephone interface, customers will enjoy doing business with any company using CallegraVOICE.

Improved Productivity

Customers aren't the only beneficiaries of the advanced voice recognition capabilities in CallegraVOICE. Employees connect with each other by speaking—no hunting around for company directories or trying to remember infrequently used extensions. With up to eight different aliases, each user can incorporate commonly used nicknames or alternate pronunciations to assist in rapidly reaching the correct person or department. Additionally, employees and customers are not required to “train” the system. The Nuance recognition engine is tuned to understand everyone, even in noisy or wireless conditions.

Unquestionable Reliability

CallegraVOICE is powered by Nuance, the leading voice recognition and natural language understanding engine, and utilizes powerful full duplex hardware for the best voice recognition performance. Regardless of background noise or telephone device, CallegraVOICE has exceptional recognition accuracy. Additionally, as a voice activated automated attendant integrated with Callegra, CallegraVOICE doesn't require any additional servers or applications to maintain. Voice enabled reception and call routing substantially reduces the cost of live operator handled calls. CallegraVOICE combines the best of the industry to deliver uncompromised value and performance.

Callware solutions are distributed through a worldwide network of trained resellers that provide local expertise for small and medium-sized businesses. Since its inception in 1994, Callware has received numerous awards for its leadership in serving customers both domestically and abroad. Contact Callware in Sandy, Utah, at 800.888.4226 or for more information see www.callware.com.

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