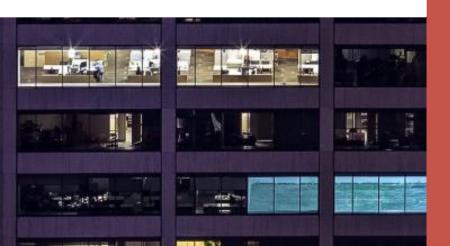


GOALS OF TUNING

- Define success rates for speech recognition and menus distribution in order to better serve callers.
- Increase confidence level.
- Identify where in the application participants encountered difficulties/roadblocks.

For example:

- which phrases the callers are saying that are not considered as possible inputs.
- which responses are being misrecognized as other IVR options
- To observe and analyze caller's behavior and responses with the aim of finding ways to improve usability and increase caller satisfaction.



SPEECH TUNING SERVICES FOR NUANCE AND LUMENVOX SPEECH APPLICATIONS



METHODOLOGY

- I. Speech server call logs are transcribed at random
- 2. Analysis of speech recognition accuracy
- 3. M&C provides recommendations on:
 - new phrases to be recognized as possible responses
 - phrases to be removed from the possible caller's responses list
 - speech recognition parameters to be adjusted
 - changes to certain menus verbiages to better guide the caller on what to say
 - restructuring menus to make the applications more effective

M&C Associates, LLC IVR and Contact Center Professionals www.m-cassociates.com | (631) 467-8760 sales@m-cassociates.com

Improve the effectiveness of your speech application... reduce frustration for an easy improvement in Customer's Experience!

TUNING PACKAGE

- Tuning report and recommendations
- One round of tuning of directed dialog application
- **Transcription services**
- Transcriptions and call log analysis
- English, Spanish, French-Canadian, and others

PREMIUM ADD-ONS ₩

- Changes to the grammars, phrases and code logic
 - Based on recommendations report. customer can decide which are implemented



