



SPEECH TUNING SERVICES FOR NUANCE AND LUMENVOX SPEECH APPLICATIONS

GOALS OF TUNING

- ① Define success rates for speech recognition and menus distribution in order to better serve callers.
- ① Increase confidence level.
- ① 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
- ① To observe and analyze caller's behavior and responses with the aim of finding ways to improve usability and increase caller satisfaction.

METHODOLOGY

1. 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

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*



M&C OFFERS HIGHLY COMPETITIVE RATES
Individual Pricing will apply based on your specific requirements and environment.



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