

# Incendonet

## SpeechBridge®

### Speech Recognition Solutions and More!

SpeechBridge, the speech recognition solution for today's VoIP phone systems, is a native SIP, enterprise-grade, fully featured speech application solution with integrated speech enabled auto-attendant, e-mail, and corporate calendaring applications. SpeechBridge is a seamless enhancement to today's IP communication solutions and can be unpacked and brought online in under an hour.

SpeechBridge appliances provide dramatic savings for enterprises with a comprehensive speech application platform that improves customer service, increases employee productivity, adds mobility to core enterprise systems, and reduces operating costs. With the ability to retrieve information and process repetitive tasks with simple spoken commands, SpeechBridge connects you and your customers to information and core business systems from any phone, anytime, anywhere.

SpeechBridge also interoperates with legacy components such as TDM PBX, enabling users a phased-in approach along side their VoIP implementations. (Additional hardware required.)

### Customer Testimonials

"SpeechBridge was an easy choice for a cost effective speech application platform with its support of open standards and straightforward SIP integration with our ShoreTel phone system. Working with their professional services team, we were able to fulfill our speech application needs in a timely fashion. We look forward to working with Incendonet for our future speech recognition solution needs."  
— Andrew Jones, Director of Technology,  
Applus+ Technologies, Inc.

"Integrating SpeechBridge with my customer's IP-PBX has been one of the easiest third party integrations I have ever done. In addition, their outstanding customer support and value based price point makes deploying SpeechBridge for my customer's speech recognition and text-to-speech needs an easy choice."  
— Bill Reidinger, Client Services Manager,  
EvolveIP, LLC



### Key Attributes

#### Speech Auto Attendant

Customers and employees simply speak the name of the individual or the department they wish to reach and SpeechBridge automatically routes their call.

#### E-Mail

Employees speak simple voice commands to access and review their corporate e-mail from any phone.

#### Calendaring

Employees speak simple voice commands to access corporate calendars to review, and accept or decline meeting requests from any phone.

#### Complete Speech Application Platform

SpeechBridge is an open, VoiceXML based speech application platform whose functionality and value grows as your organization further implements custom speech recognition based solutions.

#### Automatic VoiceXML Generator

When changes are made to your directory or e-mail, the VoiceXML is automatically generated for the SpeechBridge applications.

#### Self-Configuring

Advanced technology simplifies installation and administration. SpeechBridge can be implemented as a seamless enhancement to your VoIP solution in a matter of minutes.

#### Most Flexible

Supports the widest range of developer languages and speech applications.

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## Benefits

### Instant Return on Investment

With a suite of employee productivity and customer self-service applications included, your organization will start realizing an ROI immediately.

### Regulatory Compliance

Comply with hands-free cell phone usage legislation for employees and customers with 100% hands-free speech driven applications.

### Easy to Install, Configure, and Manage

Configuration wizard and web-based system management tools allow you to simply configure your appliance, manage user options, and go!

### Most Flexible Speech Application Platform

Standards-based system supports the widest range of voice applications and development languages.

### Unmatched System Flexibility and Interoperability

Being an open standards based solution ensures interoperability with SIP based telephony systems and applications from other vendors.

### Seamless Enhancement to IP-PBX

Now users can access existing enterprise applications from their corporate voice system and with spoken requests. The SpeechBridge platform extends the capabilities of existing core business applications with minimal web based administration.

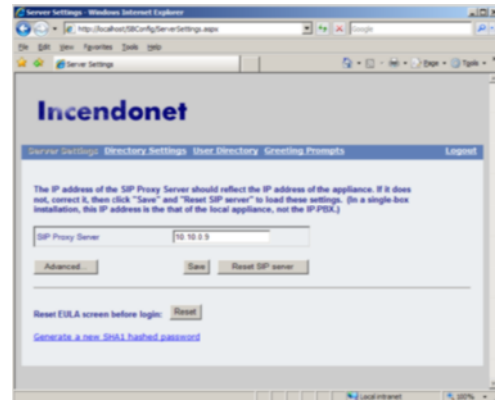
### Enhanced Employee Productivity

Delivers mobile access through simple voice commands for access to core enterprise systems and applications (Employee directory, e-mail, calendars).

### Tight Microsoft Exchange Integration

Seamless and secure integration with Exchange. Applications are ready to go out of the box with easy web based administration.

## Self-Configuration Simplifies Administration



## Flexible Directory Options



## Simple User Enrollment



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## SpeechBridge System Features

### OS Platforms

- CentOS-5 (other Linux upon request)
- Windows Server 2003, 2008 (upon request)

### VoIP

- Native SIP implementation
- MGCP and H.323 also available

### Applications

- All applications include:
  - Barge-in over prompts
  - Customizable application templates
  - DTMF (RFC 2833 & SIP INFO)
  - Single-sign-on for application authentication
  - Hover help in web pages
  - Automatic VoiceXML generation
- Speech Driven Auto-Attendant
  - Routing by name
  - Routing by department
  - Routing by alias/nickname
  - Extension number dialing
  - Alternate pronunciations
  - Automatic TTS name confirmations
  - Directory sync
  - Transfer confirmation
  - Customizable greeting prompts
  - Default AA setup
  - Integrated help
  - Customizable help prompts
- E-mail
  - Secure mobile access
  - Login via speech and DTMF
  - Integrated help
  - Customizable help prompts
  - Review new and old e-mail
- Calendaring
  - Secure mobile access
  - Login via speech and DTMF
  - Integrated help
  - Customizable help prompts
  - Accept/decline meeting requests
  - Auto-reply of confirmations
  - Review current & past appointments

### Administration and Installation

- Secure web based administration
- Self-configuring for ease of set-up
- Auto VoiceXML generator
- Web based user preferences
- Admin controlled enrollment
- Centralized administration
- DID to extension truncation
- Web based custom prompt up loading
- SOAP Web Services interface
- Simplified e-mail enrollment for users
- Auto-synch for directory maintenance
- Hover help in web pages

### Directory Options

- Active directory integration
- CSV file upload
- Web form for manual entry

### Automatic Speech Recognizer

- Highly accurate speaker independent engine
- Large grammar support
- Support for other standards based ASRs

### Text-to-Speech Engine

- High quality, realistic sounding voices
- Multiple TTS engines available
- Support for other standards based TTS

### User Management

- User preferences
  - User name
  - Password
  - PIN
  - TTS name confirmations
- Secure web based administration
- Secure web based user enrollment
- Alternate name pronunciation
- Alias and nickname options
- 100% hands-free access to applications

### Security

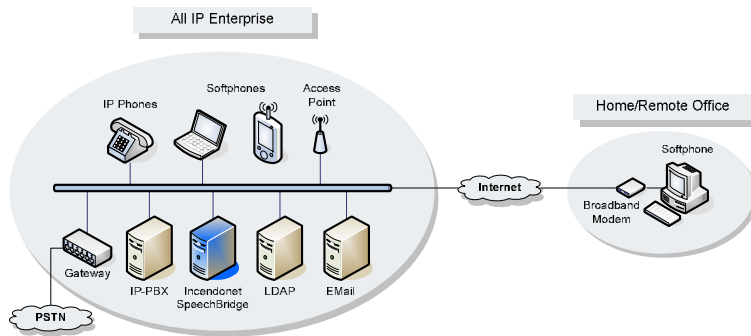
- Sensitive user data encrypted
- Leverages standard authentication mechanisms
- HTTPS secure web access
- SSL encrypted communication with backend servers
- Integrated firewall
- DTMF PIN for public environments

### Standards Compliance

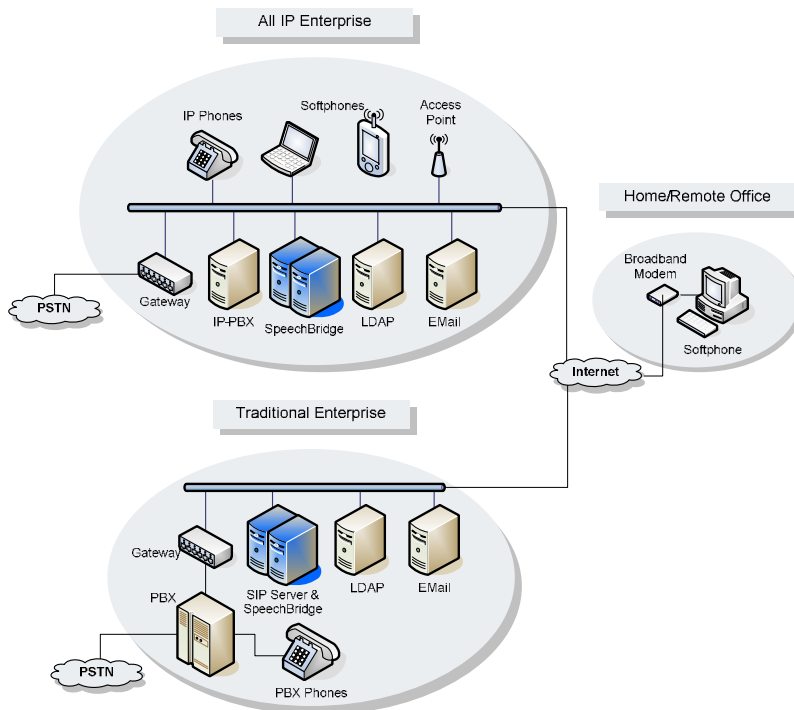
- Speech applications
  - VoiceXML, javascript, .NET
- Web-services
  - SOAP
- Telephony
  - SIP
  - RTP
- Database
  - ADO
- E-mail and Calendar
  - WebDAV
- Enterprise Directory
  - Active Directory
  - LDAP

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## Typical Deployment



## Mixed IP/Traditional Enterprise Deployment



## Flexible SpeechBridge Deployment Options

### SpeechBridge SMB

SpeechBridge SMB has been designed for small and medium sized organizations looking for a complete speech application platform that can grow with them as they define their speech strategy. With a price point unheard of for speech recognition technology, SMB is the perfect choice for those organizations implementing automated speech solutions for the first time.

SpeechBridge SMB comes as a two port system and can be expanded up to four ports. SpeechBridge SMB can also be upgraded to Pro via a software upgrade.

### SpeechBridge Pro

SpeechBridge Pro provides a complete solution for your enterprise speech application needs. The system's architecture lets you easily distribute servers, applications and user options from a central, web-based administration point within one office or among branch offices. The suite of end user application offer immediate cost savings, increased productivity, mobile access to enterprise systems and advanced customer self-service options.

SpeechBridge Pro has been designed to grow with you as your enterprise automates daily business tasks. The base system comes with a four port license and can be expanded to handle up to sixteen ports. For larger deployments, alternate hardware options are available for a much higher number of ports on a single server.

SpeechBridge SMB and Pro can be purchased as a software only appliance and deployed on compatible customer preferred hardware that meets minimum hardware specifications.

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## SpeechBridge SMB vs. Pro, feature differences:

	SMB	Pro
Num Ports	2-4	4-16
Included Applications*		
Auto Attendant	Yes*	Yes*
E-Mail Reader	Yes	Yes
Calendaring	Yes	Yes
Telephony Interface	SIP	SIP
Web Based Admin	Yes	Yes
Directory Provisioning	Web, CSV import	Web, CSV import, MS Active Directory
Distributed Configuration	No	Yes
Form Factor	1 U rack mount	1U rack mount
OS	Linux	Linux
TTS engine	Good quality TTS	Highest quality TTS

\*E-mail and Calendaring applications require separate Exchange integration.

\*SMB AA is limited to directory of 250 entries (names/departments/aliases).

\*Pro AA is limited to directory of 8,000 entries (names/departments/aliases).

## About Incendonet, Inc.

Headquartered in Encinitas, California, Incendonet Inc. is a software development company bringing speech recognition solutions to enterprises of all sizes. With the SpeechBridge® family of products, enterprise speech has never been as easy or cost effective to implement. SpeechBridge appliances are available directly from Incendonet and through select VARs and IP-PBX OEM partners. For more information about SpeechBridge and how automated speech recognition solutions can benefit your organization, please visit [www.incendonet.com](http://www.incendonet.com) or call (760) 944-7698 and say "Sales".

## SpeechBridge Support

SpeechBridge software assurance and support is available as an annual subscription or support can be purchased as needed in two hour support blocks. See table below for subscription features. Subscriptions are associated with a customer-specified host and licensed number of ports. Please contact your Incendonet reseller for pricing for your appropriate support and maintenance subscriptions.

### Description

**Software Assurance**, includes maintenance releases and product version upgrades and must be purchased at the time of the initial system purchase and annually thereafter.

**Silver Technical Support** where reseller is responsible for answering initial phone call and Level 1 support. Phone based assistance available during regular business hours (8 AM – 6 PM PST, Mon-Fri) for resellers for assistance with customer support incidents. Basic Technical Support must be purchased at the time of the system purchase and annually thereafter and includes Software Assurance.

**Gold Technical Support** where the end customer can call Incendonet directly for all levels of support during regular business hours (8 AM – 6 PM PST, Mon-Fri). Must be purchased at the time of the system purchase and annually thereafter and includes Software Assurance.

- "Maintenance Releases" shall mean a release of Incendonet Software and/or Incendonet Applications that contains error corrections and/or minor functional enhancements. End Users are entitled to Maintenance Releases for 12 months after purchase.
- "Product Version Upgrades" shall mean a version of Incendonet Software or Incendonet applications that contains substantial functional enhancements.
- Software Assurance would cover an End User for both for both Maintenance Releases and Product Version Upgrades.

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