

## Telekom Austria Deploys Nuance Speech Solution for its Customer Care Service

**Systems Integrator CreaLog Relies on Text-to-Speech and Speech Recognition Solutions from Nuance to Automate Customer Care Center, Handling over 30,000 Calls per Day**

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Nuance Communications, Inc., a speech and imaging solutions provider, announced that its software solutions are being used to power an innovative speech portal that manages more than 30,000 customer enquiries daily for Telekom Austria. The project was implemented by CreaLog, a leading solution-house for voice portals, CTI solutions and unified messaging for telecommunications call centers, banks and insurance and utility companies.

Through this Nuance-powered service, Telekom Austria's customers can now receive the information they require more easily, with everything being delivered through the caller's voice commands and dynamic, computer-generated responses. As an example, callers can check costs of services, check the status of downloads or order information material. This implementation demonstrates Nuance's strong capabilities in high-end speech recognition and text-to-speech software, and further establishes the unmatched performance of Nuance® technology to handle high call volumes.

Telekom Austria conducted a thorough competitive process before ordering the Nuance-based solution from CreaLog. The system, after an extensive testing process, was then implemented by CreaLog in three different locations, all of them controllable by the caller's voice. Each portal uses Nuance's high-end text-to-speech and speech recognition software.

Telekom Austria focused on several key requirements for the new voice portal solution:

- A flexible system that where the configuration and dialog design can be easily modified
- A trouble free CTI must be integrated with the existing networked Aspect ACD solution
- Speech recognition must be of excellent quality and accuracy and the speech synthesis (text-to-speech) must closely correspond to natural language.

Alois Miedl, regional manager customer care, Telekom Austria, said, "The new capabilities and performance that this speech application brings to our hotlines means that we can handle volumes of around 30,000 customers every day, with the potential to handle many more callers. This is a great step for us in delivering much better customer service and experience for our customers."

Michael Kloos, managing director, CreaLog, said, "The order of Telekom Austria demonstrates again our leading position in providing Voice Portals for telcos, after implementing Europe's largest mass-calling platform for the Vodafone company ARCOR, second largest fixed-line telco provider in Germany, only a few months ago."

Peter Hauser, general manager and senior vice president, Nuance Communications International, said, "This service further demonstrates how important speech technology has become for handling every day tasks easily while providing immediate value to callers. We are looking forward to working closely with Telekom Austria alongside our Voice Portal Partner CreaLog and we are very pleased to be part of such a high-profile and integral project."