

Incendonet

Incendonet is the industry leader in providing a complete line of open, standards based speech recognition solutions for companies of any size. Each member of our SpeechBridge product family is straightforward to deploy, easy to integrate, and supports the leading communications protocols being used in today's IP networks.

Products

• SpeechBridge SMB

SpeechBridge SMB is the ideal speech application solution for companies up to 50 users. It offers an unmatched low purchase price and low operating expenses by leveraging low-cost computer servers, commodity hardware and Linux. SpeechBridge offers small enterprises speech recognition capabilities previously reserved for call centers and large enterprises.

SpeechBridge SMB comes as a two port system and can be expanded up to four ports.

• SpeechBridge Pro

SpeechBridge 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 — for 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. Custom hardware configurations are available for larger deployments.

Product Overview

With VoIP leading the charge to fulfill the age old promise of converged networks, speech recognition can be a powerful and synergistic partner to VoIP within an enterprise. Giving employees and customers access to information through simple, straight forward conversational commands 24/7 can greatly improve customer service and employee productivity throughout an organization. Speech driven auto-attendants, mobile e-mail access, calendaring and other speech applications have already given a competitive edge to the companies that have implemented them. SpeechBridge network appliances offer an attractive ROI to organizations looking to cut costs, increase worker productivity and improve their customer self service options.

Sold in an appliance form factor that includes a suite of VoiceXML based speech applications, SpeechBridge is a seamless enhancement to your ShoreTel IP-PBX solution. SpeechBridge appliances enhance the family of ShoreTel products that, when used together, comprise a fully featured, standards-based communications solution.

Solution Overview

SpeechBridge is an enterprise-grade, fully featured speech application solution for ShoreTel PBX's with integrated directory, e-mail and corporate calendaring applications, and a web-based system configuration and management tool.

SpeechBridge appliances provide dramatic savings for enterprises with a comprehensive Speech Application platform that improves 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 core enterprise systems from any phone, any time, any where.

SpeechBridge is the first comprehensive and affordable enterprise-grade native SIP VoIP appliance that is standards based, open and interoperates with legacy components such as TDM PBX, enabling users to choose a phased-in approach along side their VoIP implementations. (* Additional hardware may be required.) SpeechBridge's secure, distributed architecture supports open standards to create a highly available voice application system.

SpeechBridge works with existing enterprise systems, requires little to no administration and includes a comprehensive suite of business applications. SpeechBridge connects you and your customers to core enterprise applications through simple, spoken requests. Adding enterprise speech technology has never been simpler or more affordable.

Included Speech-Driven Applications:

Auto-Attendant: Improve and accelerate service for your customers and speed up your employees collaboration by allowing them to speak the name of the department or individual they wish to reach. No more "dial by name" pain — just say the name or department.

E-mail Review: Expand secure, mobile e-mail access for your employees with the ability to pick up any phone and speak simple commands to access enterprise e-mail servers and review e-mail.

Calendaring: Your employees can speak simple voice commands to access their calendars to review, schedule, and accept or reject meeting requests, all from any phone.

“SpeechBridge was an easy choice for a speech application platform due to its value based price point, support of open standards and straight forward 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,
Appluss+ 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
Evolve IP

Key Features/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.

Easy to install, configure and manage

Browser based system management tool allows 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, interoperability and lower-cost solution components

SIP standards compliance ensures interoperability with off-the-shelf solution components and applications from other vendors that conform to SIP standards.

Seamless enhancement to IP-PBX

Now users can access existing enterprise applications from their corporate voice system with conversational requests. The SpeechBridge platform allows for on-going automation of business processes.

Enhanced employee productivity

Delivers mobile access through simple voice commands for access to core enterprise systems and applications (E-mail, Directory, Calendars).

Tight MS Exchange Integration

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

About Incendonet

Incendonet Inc. is a leading provider of speech recognition solutions for 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 or call (760) 944-7698.

About ShoreTel, Inc.

ShoreTel is a leading provider of enterprise IP telephony solutions. The Incendonet - ShoreTel solution provides customers with a number of key benefits, including ease of use, manageability and lower total cost of ownership.

Disclaimer

To be “ShoreTel Certified” means that Technology Partner’s product will inter-operate with the ShoreTel system, but ShoreTel does not certify that the features or functionality of Technology Partner’s product will perform as specified by Technology Partner nor that Technology Partner’s product will meet your specific application needs or requirements. To inter-operate means that Technology Partner’s product is able to exchange, use and share information with the ShoreTel system.

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