



English/Spanish

SPEECH SOLUTIONS

AUTO ATTENDANT SYSTEMS



SPEECH RECOGNITION SYSTEMS, SOLUTIONS AND SERVICES

Say the person , department, or extension you would like ... English or Spanish.

- FalconConnect™ Auto Attendant enables callers to reach any person or department simply by speaking! Incoming calls are handled quickly, reducing hold times and increasing caller satisfaction.
- Connect callers without the need for an operator, freeing organizational resources!
- Easily manage names, departments, and greetings with a simple user interface that runs on any Windows XP PC. (Windows 7 coming soon.)
- Flexible greetings for normal business hours, after hours, weekends, holidays and special events.
- English or Spanish language options



AUTO ATTENDANT

Powerful ... economical ... simple

FalconConnect is simply the most powerful, yet economical, speech recognition auto attendant available. Complete systems start at \$10,000, including all hardware and software required to connect to your existing PBX. For most systems, installation can be completed in one day.

Flexible Directory Listings

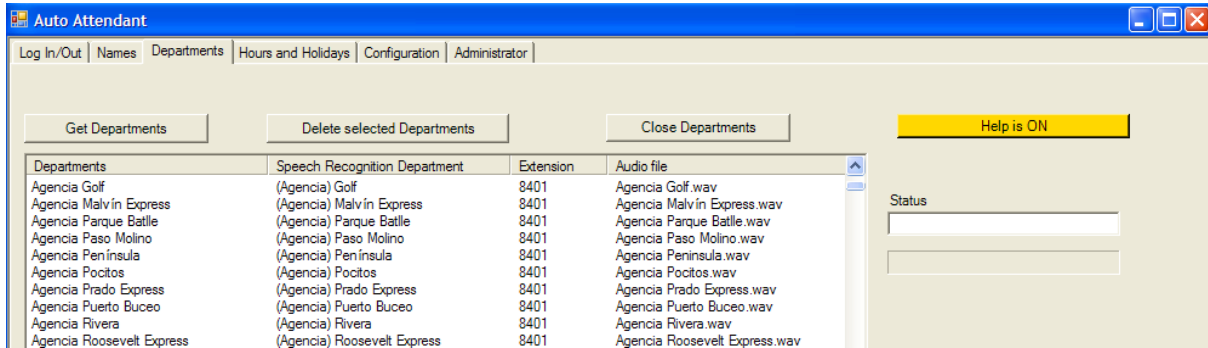
FalconConnect's directory allows multiple forms of a name or department listing to accept what callers might say:

- First and Last name
- First or Last name
- Department names in various forms ("Customer Service" or "Service Department")
- Callers can speak or key in an extension number

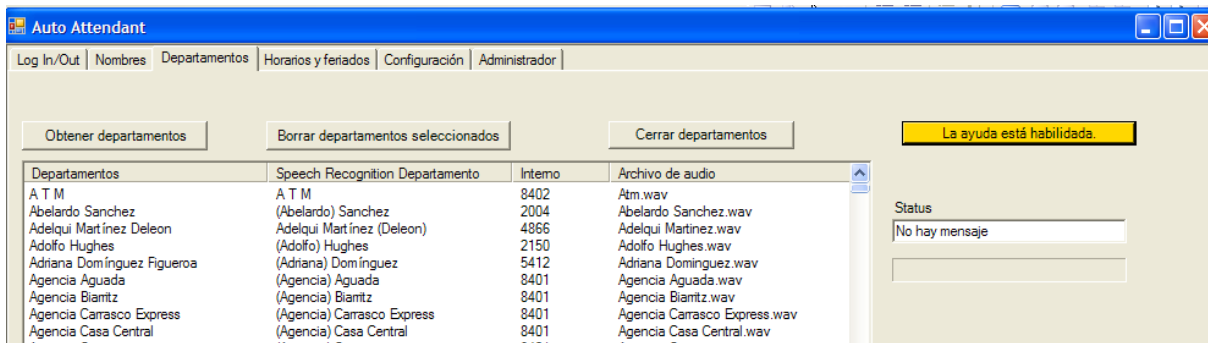
Features for Caller Satisfaction

- When more than one name is close to what the caller said, the names are presented to the caller for confirmation. If no match is found, more information is offered to help the caller reach the intended party. After two failed attempts, the call is transferred to an operator (during business hours).

Manage names, departments, and extensions ...
in English ...



... or Spanish.



Set operating hours and holidays ... in English

Get Hours and Holidays

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Open 1	9:15 AM	9:15 AM	9:15 AM	9:15 AM	9:15 AM	closed	closed
Close 1	6:00 PM	6:00 PM	6:00 PM	6:00 PM	6:00 PM	closed	closed
Open 2							
Close 2							

Close Hours and Holidays

Hours: closed, 12:00 AM, 12:30 AM, 1:00 AM, 1:30 AM, 2:00 AM, 2:30 AM

Normal greeting:

Holiday	Date	Open Time	Close Time	Audio file
New Year	01/01/10	closed	closed	January1.wav
Presidents Day	02/15/10	closed	closed	Pres.wav
Good Friday	04/30/10	closed	closed	GoodFriday.wav
Memorial Day	05/31/10	closed	closed	Memorial.wav
Fourth of July	07/04/10	closed	closed	Fourth.wav
Labor Day	09/06/10	closed	closed	Labor.wav
Columbus Day	10/11/10	08:00 AM	12:00 PM	Columbus.wav
Thanksgiving	11/25/10	closed	closed	Thanksgiving.wav
Christmas eve	12/24/10	08:00 AM	12:00 PM	Christmaseve.wav

Holiday	Date MM/DD/YY	Open	Close	Sound File
Christmas	12/25/10	closed	closed	



AUTO ATTENDANT

... or Spanish

Obtener horarios y feriados.

	Lunes	Martes	Miercoles	Jueves	Viernes	Sábado	Domingo
Abre 1	9:15 AM	9:15 AM	9:15 AM	9:15 AM	9:15 AM	closed	closed
Cierra 1	6:00 PM	6:00 PM	6:00 PM	6:00 PM	6:00 PM	closed	closed
Abre 2							
Cierra 2							

Cerrar horarios y feriados

Hours: closed, 12:00 AM, 12:30 AM, 1:00 AM, 1:30 AM, 2:00 AM, 2:30 AM

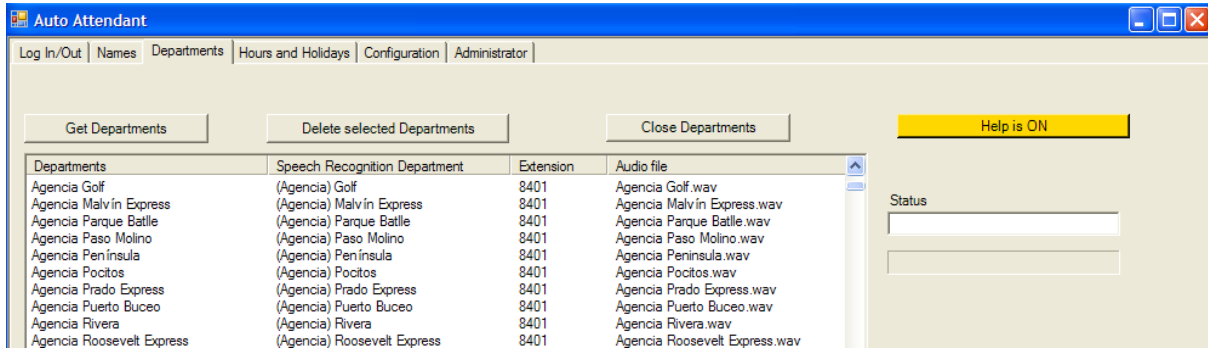
Saludo habitual:

Feriado	Fecha	Hora de inicio	Hora de cierre	Archivo de audio
Año Nuevo	1/1/08	closed	closed	January1.wav
Día de los trabajadores	1/5/08	closed	closed	May1.wav
Jura de la Constitución	18/7/08	closed	closed	July18.wav
Independencia	25/8/07	closed	closed	August25.wav
Batalla de Sarandí	15/10/07	closed	closed	October15.wav
Víspera de Navidad	24/12/07	9:15 AM	2:00 PM	December24.wav
Navidad	25/12/07	closed	closed	December25.wav

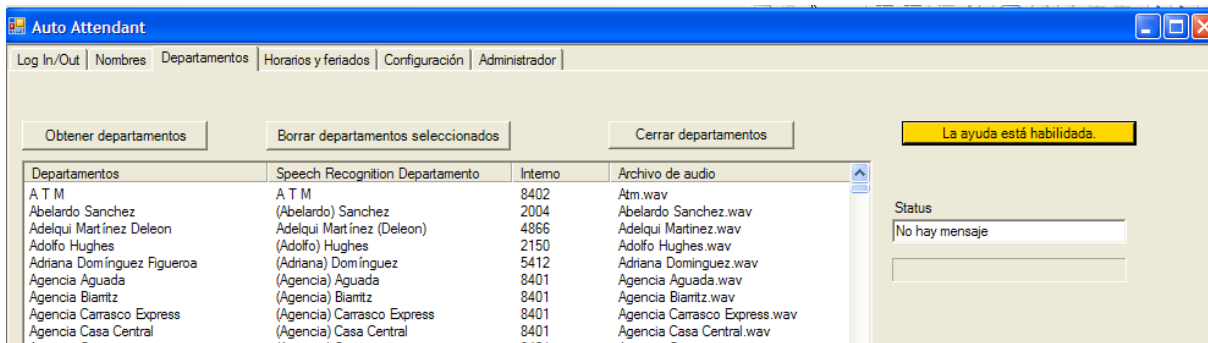
Feriado:	Fecha DD/MM/AA	Abierto	Cerrado	Archivo de audio
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>



Manage names, departments, and extensions ...
in English ...



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About Falcon Speech Solutions

Falcon Speech Solutions is a division of AccelMark, incorporated in 2002. Its president, Larry Rushing (BSEE, MBA), was with Hewlett-Packard Company's test and measurement business (now Agilent Technologies) for 25 years. Experience with test system programming, telecom equipment and global product management proved to be ideal for speech recognition systems ... the intersection of business, software and communications technologies.

READY TO GET STARTED? CONTACT US!

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