



ASR — For Telephony

High Accuracy, Scalability and now accessible via MRCP

Cerence ASR engine has been adapted for Telephony use and is a flexible and scalable AI-driven solution that leverages advanced machine learning models to transform spoken words into text. It is specifically designed to deliver robust and intuitive voice control capabilities and fine-tuned to perform effectively in noisy environments. Additionally, the Cerence ASR engine supports grammar-based recognition, enhancing both intent accuracy and contextual understanding.

On-Premise Deployment

Cerence ASR for Telephony, together with Diagenix MRCP plug-in technology, provides organizations with a new option for on-premise ASR, allowing organizations to maximize their investment in existing telephony infrastructure and IVR applications running on platforms such as: Cisco, Avaya, Genesys, Asterisk, Dialogic, and more.

Features	Benefits
Scalable architecture	Supports a wide range of port densities on a single Linux operating system with modest CPU and RAM requirements.
Global language support	Support for over 30 languages.
MRCP	Support for MRCP v1 and MRCP v2.
Speech Grammars	BNF+
DTMF Grammars	SRGS – referred to as “GrXML” semantics/ <i>literals (only)</i>
Grammar Tuning Tools	Includes a complete set of grammar development tools for compiling, parsing, testing and tuning.
Barge-in	Allows user to speak over spoken dialog prompts and be recognized.
No-input detection	Configurable parameters for: no-input-timeout.
Confidence	Configurable parameters for: confidence-threshold.
Deployment	It can be deployed on-premise in customer’s datacenter and is available for Production, Hot Standby and Development/Tests configurations.

Languages Available

Cerence is continually adding to its impressive list of supported languages. If you don't see the language you're looking for, please contact us.

Language	Language Code	Language	Language Code	Language	Language Code
Bulgarian	BGB	French, Canada	FRC	Norwegian	NON
Cantonese	CAH	French, France	FRF	Polish	PLP
Cantonese, China	CAC	German	GED	Portuguese, Brazil	PTB
Czech	CZC	Greek	GRG	Portuguese, Portugal	PTP
Danish	DAD	Hebrew	HEI	Russian	RUR
Dutch	DUN	Hindi	HII	Saudi Arabic	ARS
English, Australia	ENA	Hungarian	HUH	Sichuanese	SIC
English, China	EGC	Indonesian	IDI	Slovak	SKS
English, India	ENI	Italian	ITI	Spanish, Mexico	SPM
English, Japan	ENJ	Japanese	JPJ	Spanish, Spain	SPE
English, Malaysia	ENM	Korean	KOK	Swedish	SWS
English, South	ENK	Mandarin, China	MNC	Tamil	TAI
English, UK	ENG	Mandarin, Taiwan	MNT	Telugu	TEI
English, US	ENU			Thai	THT
Finnish	FIF			Turkish	TRT



About Cerence, Inc.

Cerence Inc. is a global industry leader in creating intuitive, seamless, AI-powered experiences across automotive and transportation. Leveraging decades of innovation and expertise in voice, generative AI, and large language models, Cerence powers integrated experiences that create safer, more connected, and more enjoyable journeys for drivers and passengers alike. With more than 500 million cars shipped with Cerence technology, the company partners with leading automakers, transportation OEMs, and technology companies to advance the next generation of user experiences. Cerence is headquartered in Burlington, Massachusetts, with operations globally and a worldwide team dedicated to pushing the boundaries of AI innovation. For more information, visit www.cerence.ai.

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The information contained in this document is subject to change without notice and Diagenix does not claim this product offering is a drop in replacement to any similar product on the market today.

About Diagenix Corporation

Diagenix offers leading-edge Conversational AI, speech, and security technologies from major corporations like Cerence, Microsoft, Nuance, Google, Kore.ai, Amazon and others with over 25 years of experience in delivering tailored speech solutions, IVR Applications, voice biometric security solutions, integration software, digital chatbots, telephony platforms along with our Packaged Applications. These solutions empower businesses of all sizes to provide 24/7 access to information across various communication channels.

Cerence ASR with Diagenix MRCP Plug-in is only available through Diagenix or one of Diagenix's Certified Partners.

For additional Information please contact us at: www.diagenix.com or call **1.866.425.6600**