



DATA SHEET

Call Director

Speech Enabled Call Routing

Looking for a seamless solution to efficiently transfer your callers to the right place within your organization? Diagenix Call Director is your top choice.

Diagenix Call Director offers flexibility with both on-premises and cloud installation options. It's user-friendly web interface simplifies the setup and deployment of call flow menus and transfer locations. Ideal for organizations needing basic speech recognition, such as "Press or Say" commands and single-word recognition (e.g., "operator"), it also supports DTMF inputs, ensuring your callers can always press 0.

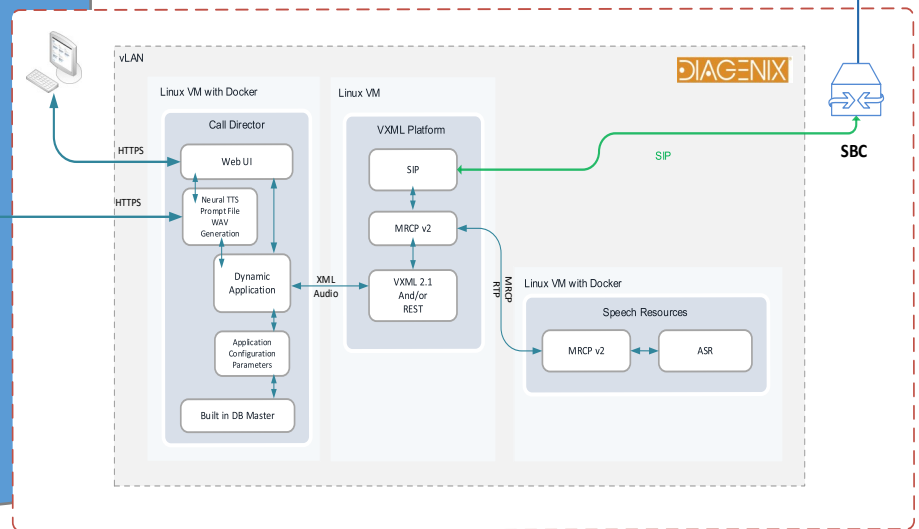
Key Features:

- Industry-leading ASR technology
- Neural voice prompts for all Messaging
- Scalable and flexible architecture
- Virtualized with certain components containerized
- Can be installed on-prem or in your cloud
- Low code or no-coding for menu creations and transfer locations
- Multi-Language Support
- Usage reports showing what options were selected and AHT



Easily integrated Diagenix Call Director with any Unified Communication platform via SIP and explore a wide array of additional features.

Streamline your call management today!



About Diagenix Corporation

Diagenix offers leading-edge Conversational AI, speech, and security technologies from major corporations such as Microsoft, Nuance, Google, Amazon, LumenVox, Kore.ai and others with over 25 years of experience in delivering tailored speech 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.

DIAGENIX® For more information, visit www.diagenix.com or call **1.866.425.6600**