

DATA SHEET

## DirectSpeech

### Advanced Call Routing

DirectSpeech is a cutting-edge, cloud-native solution developed by Diagenix, harnessing the latest Natural Language Understanding (NLU) technologies from Google and Microsoft. This powerful Packaged Application supports over 45 languages, enabling callers to communicate effortlessly in their own language. DirectSpeech efficiently routes calls to the appropriate destination within your organization, making it an ideal solution for intent-based call routing.

**Best of all, there is nothing to install, and we can have you up and running in less than one day.**

#### Key Features:

- Customizable Greeting Tone
- Customizable Greeting Message
- Web UI for adding or changing names, extensions and offices/departments
- Enable SMS text notifications for missed calls
- Define specific intents
- Monitor usage and billing details
- SIP Integration

DirectSpeech presents a tremendous opportunity for you to drive efficiencies throughout your organization by speech-enabling your primary phone number. If your customers and employees are frustrated with misrouted calls and fumbling through dialing schemes to enter an extension or spell out a name, and if you're tired of managing multiple telephone numbers and databases, then let us show you how DirectSpeech can automate your front door call routing.



**DIAGENIX**

**All In The Cloud**

#### Leverage NLU for Effortless Call Routing

DirectSpeech harnesses the power of NLU to seamlessly connect your callers to the right person, department, service, or location—simply through voice commands. No more searching for phone numbers or waiting to speak with an operator. Experience the ultimate convenience in call routing with Di-

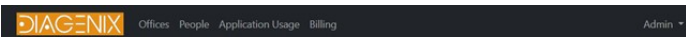
# Drive Efficiencies ... with the Power of Voice

DirectSpeech takes auto attendants to the next level. Using the power of speech, DirectSpeech delivers unparalleled ease of use and optimum caller satisfaction.

- Industry-leading speech recognition technologies
- Powerful call routing capabilities
- Scalable and flexible architecture
- Multi-Language Support:
- Intuitive UI



DirectSpeech  
Connecting callers with people and offices.



## Intents

### Customer Service

Spoken Name

Customer Service

The spoken name is what is read back to the caller when they've selected this intent.

Sample Sentence

Can I spak with the Operator

Sample sentence is an example of what a caller could have spoken to match this intent.

Phone Number

+12135556600

Phone number to transfer the caller too when this intent is detected.

Edit

### Department

Spoken Name

Department

The spoken name is what is read back to the caller when they've selected this intent.

Sample Sentence

Can I speak to someone in the Account Department

Sample sentence is an example of what a caller could have spoken to match this intent.

Phone Number

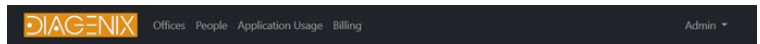
+16039905500

Phone number to transfer the caller too when this intent is detected.

Edit

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## People

Add Person

Filter by name...

Filter

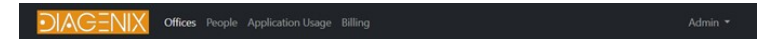
Previous Next

#	Spoken Name	Phone Number	Additional First Names	Additional Last Names	Last Modified	Command
1	<a href="#">Karen Carrillo</a>	+17815553300			30 May 24 10:36 EDT	
2	<a href="#">Julie Johnson</a>	+17815550000			30 May 24 10:34 EDT	
3	<a href="#">Donna Medline</a>	+17815558890			30 May 24 10:35 EDT	
4	<a href="#">Morgan Miles</a>	+17815558876			30 May 24 10:30 EDT	
5	<a href="#">Lauren Moranie</a>	+17815553333			30 May 24 10:33 EDT	
6	<a href="#">Jason Right</a>	+17815559015	Jay		30 May 24 10:31 EDT	
7	<a href="#">Mike Smith</a>	+17815555541			30 May 24 10:32 EDT	
8	<a href="#">John Smith</a>	+17815552345	Johnathan		30 May 24 10:29 EDT	
9	<a href="#">Rachel Smith</a>	+17815556666			30 May 24 10:35 EDT	
10	<a href="#">Thomas Tan</a>	+17815552239	Tom		30 May 24 10:32 EDT	
11	<a href="#">Ashley Thomas</a>	+17815552200			30 May 24 10:33 EDT	
12	<a href="#">Mike Washington</a>	+17815551234	Michael		30 May 24 10:29 EDT	
13	<a href="#">Maryellen Wise</a>	+17815551212			30 May 24 10:34 EDT	

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## Offices

Add Office

Previous Next

#	Sort Order	Name	Number	Last Modified	Command
1	1	<a href="#">New York</a>	+12125551212	30 May 24 10:38 EDT	
2	2	<a href="#">Los Angeles</a>	+12135551212	30 May 24 10:39 EDT	
3	3	<a href="#">Chicago</a>	+13129914450	30 May 24 10:40 EDT	
4	3	<a href="#">Houston Texas</a>	+17138653341	30 May 24 10:40 EDT	
5	5	<a href="#">Phoenix</a>	+16029095561	30 May 24 10:41 EDT	

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## 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.



For more information, visit [www.diagenix.com](http://www.diagenix.com) or call **1.866.425.6600**

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