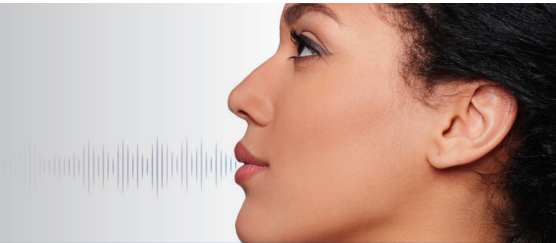


The Parlance Difference

solutions > differentiators > parlance vs nuance



Parlance is a managed service that delivers unparalleled value to incoming Nuance SpeechAttendant® customers. While our solution is built upon the Nuance speech recognizer at its very core, it's the 25 years' worth of comprehensive custom applications we've built around that core technology that guarantees ongoing performance improvements in automated speech recognition, eliminates management responsibilities for the customer, and ensures a friction-free experience for callers. We enable callers to speak naturally and connect directly when they call organizations on the phone, providing voice-driven access to the resources they need. No long hold times, no confusing menus, no numbers to press on a dial pad. This service delivery and management is our sole focus. We assign each customer a dedicated service team, with support and technical staff who possess decades of experience in call handling application management. This leads to long term partnerships built on trust, reliability and shared success.

Diagenix is a certified reseller of Parlance solutions. This partnership ensures continued support to all users of Nuance SpeechAttendant — in every industry — no matter the organization's call volume or complexity.

The value of the Parlance solution in comparison to Nuance SpeechAttendant can be broken down into 3 main areas — Managed Services, Performance Management, and the Caller Experience.

Managed Services

Managed Services minimize customer management responsibilities, guarantee solution performance, provide predictable costs, and help support an excellent caller experience.

KEY

● = Included \$ = Additional Cost ∅ = Not Offered

Consideration	Benefit	Parlance	Nuance
Assigned Service Team	Experienced call handling professionals, tenured experts who are familiar with and responsible for your call handling solution. Acts as a direct contact for customer service.	●	∅
30 Minute Response Time	Rapid response to service requests or service issues to ensure uptime and performance impact.	●	\$
Automated Directory Updates	Automated updates from a wide variety of customer data sources to enable a comprehensive and up-to-date enterprise contact directory.	● (daily)	● (weekly)
Proactive Directory Optimization	Vendor actively listens to 2nd try connection failures, and adds and modified directory data to resolve directory-related connection issues.	●	∅
Regular Performance and Management Reports	Delivers transparency and visibility to solution performance, and helps highlight trends and patterns in caller behavior.	●	\$
Professionally Recorded Names	Provides a seamless caller experience by utilizing a single brand voice across solution interaction.	●	\$
Offsite Backups	Delivers business continuity and solution reliability by backing up key directory and application data at a secure offsite location.	●	\$
Software Updates	Ensures ongoing improvement and reliability of solution applications.	● (fully managed)	\$ (supports customer led updating)

Managed Services (Continued)

Consideration	Benefit	Parlance	Nuance
Interaction Dialog Recordings	Queries callers and responds to caller input with greetings, additional instructions, or options.	● (unlimited)	\$ (limited to 50)
Hardware Replacement and Installation (for Physical Installations)	Provides complete hardware replacement support and installation in the event of a critical hardware fault.	●	\$
User Training	Trains management staff and users on solution implementation, caller interaction, reporting, and solution management.	● (unlimited)	\$ (limited to 3 sessions per year)

Performance Management

Performance Management functions support optimal performance of solution applications and deliver ongoing value and ROI to the enterprise.

Consideration	Benefit	Parlance	Nuance
Implementation	A quick, managed implementation means less disruption to your organization.	<ul style="list-style-type: none"> • 4 weeks for typical implementation • Parlance leads all project management • No burden on customer IT / Telecom resources • Remote software installation 	<ul style="list-style-type: none"> • 8-10 weeks for implementation • Customer-managed implementation
Directory Optimization	Supports the ongoing development and management of a comprehensive and up-to-date enterprise contact directory (often called a 'source of truth') — one of the most crucial components of the call handling solution and the most common source of connection failures and sub-optimal system performance.	<ul style="list-style-type: none"> • Automated data feeds and intelligent directory merge (from an unlimited number of data sources w/ customizable field precedence settings and persistent override capabilities) • Detailed automatic alternate name/nickname generation (including titles) and ongoing identification and inclusion of uncommon nicknames • Continuous directory analysis and reporting • Proactive directory refinement (adds/deletes/modifications) led by Parlance Analysts 	<ul style="list-style-type: none"> • Basic file imports • Automatic alternate name/nickname generation • Additional charges apply
Caller Experience Analysis & Refinement	Helps identify and resolve caller experience issues and supports ongoing performance improvement.	<ul style="list-style-type: none"> • Calls having difficulty connecting or using the solution are manually listened to by Parlance Analysts to identify the issue and the root cause (missing directory entry or nickname, improper pronunciation, etc.) • Parlance takes proactive steps to correct issues (missing directory entry, improper pronunciation recognition, etc.) to ensure ongoing performance improvement • Comprehensive online reporting mechanism details all aspects of performance. Accessible to customers 24/7 	<ul style="list-style-type: none"> • Basic reporting — customer responsible for caller experience analysis and refinement
Monitoring, Management & Troubleshooting	Ongoing managed services alleviate impact on customer IT and Telecom resources and ensure ongoing solution success.	<p>Parlance responsible for all aspects of solution monitoring, management, and troubleshooting for life of service, including:</p> <ul style="list-style-type: none"> • Monitor service operation and address service alerts • Address requests and submitted issues • Review application performance and refine tuning • Verify and modify pronunciations • Professionally recorded dialog and name refinements • Update preferred routing for directory destinations • Update holiday and site closing schedule • Augment directory content through call analysis • Address exceptions identified in directory entries • Resolve duplicate names • Modify configuration of Parlance service units 	<ul style="list-style-type: none"> • Monitoring, management, troubleshooting, and day-to-day modifications and update activities left up to the customer to manage • Additional charges apply for limited management functions

The Caller Experience

Caller Experience functions and capabilities deliver a fast, easy caller experience, yielding increased levels of caller engagement and self-service and broader solution impact.

Consideration	Benefit	Parlance	Nuance
Caller Behavior Analysis	Supports the understanding of the customer's caller communities -- their needs, expectations, request types, etc. -- to help develop customized solutions and applications to suit each different caller community's needs	<ul style="list-style-type: none"> • Works with service owners, operators, and agents to develop a complete portrait of each different caller community and understand the role of the contact center in the enterprise • Collects information into a detailed survey that is shared with the customer, which often stands as the most comprehensive overview of contact center functions available to the customer • Utilizes insights gained in the survey process to develop appropriate solutions that enhance the caller experience, address any existing roadblocks, and create contact center efficiency 	Unknown
Natural Language Capabilities	Allows callers to speak in a naturally conversational manner, making for a more comfortable experience that reduces opt-outs to operators and speeds connection times	<ul style="list-style-type: none"> • Allows callers to state their need in the manner they are most comfortable with • Conforms to the caller's needs via intelligent request analysis and decision making (just like a live operator) • Recognizes the actual request within caller utterances ("Can I have Admissions please?") • Unique natural language capabilities customized for each customer to meet the specific needs of their caller communities 	<ul style="list-style-type: none"> • Custom — Additional charges apply. Not offered in base speech attendant.
Caller Experience Enhancers	Improves success rates and the caller experience by providing various applications and support mechanisms to handle a wide array of call handling scenarios	<ul style="list-style-type: none"> • Includes a comprehensive set of capabilities that assist callers encountering unique problems, such as "Gone" special handling for ex-employees, "No Phone" applications for employees without an assigned number, inclement weather special handling, emergency applications, and more 	<ul style="list-style-type: none"> • Additional charge apply

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