

CSVIEW/VoiceOperator v8.1 Environmental Load Evaluation Model

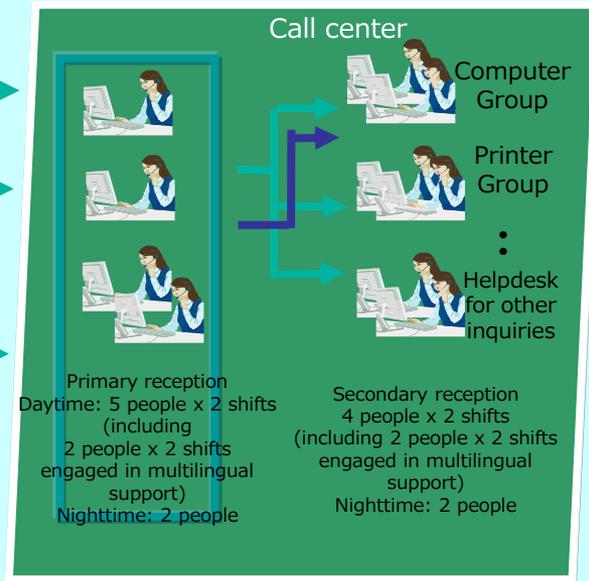
This IVR system can be used to freely create and operate voice guidance for various situations ranging from providing automatic voice or fax-based product or service guidance to reserving tickets or venues.

NEC's proprietary voice synthesis technology makes it possible to create natural human-sounding voices, and offers a full range of optional features. The technology has been updated to enable automatic filing based on voice recognition results.

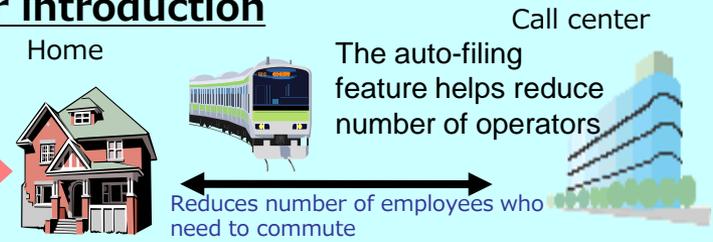
Before introduction



Customer



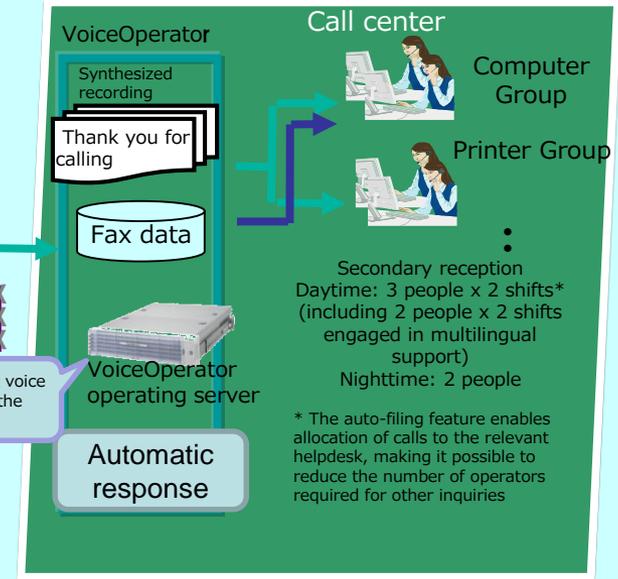
After introduction



Customer



The system files calls by using voice recognition results to identify the topic spoken by the caller



* The auto-filing feature enables allocation of calls to the relevant helpdesk, making it possible to reduce the number of operators required for other inquiries

CSVIEW/VoiceOperator v8.1 Environmental Impact Assessment Result

