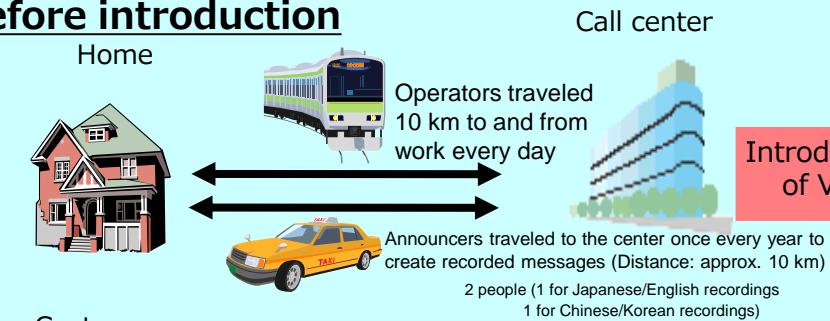


# CSVIEW/VoiceOperator v8.1 Environmental Load Evaluation Model

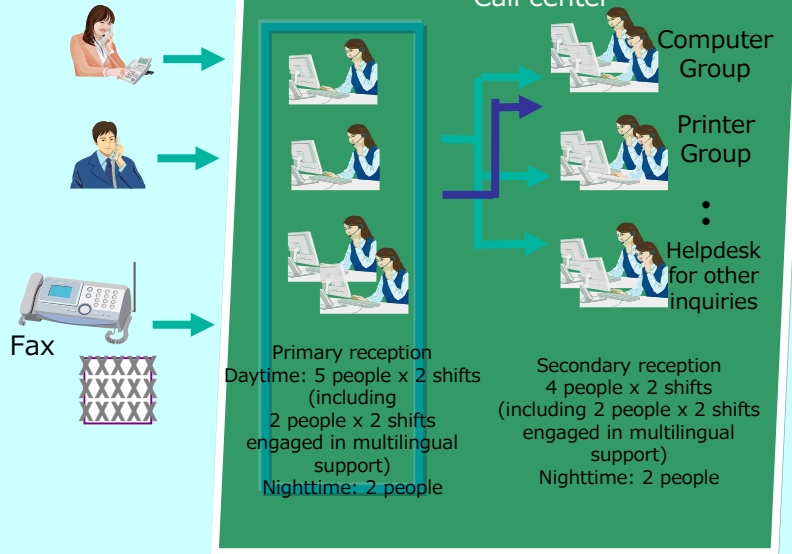
This IVR system can be used to freely create and operate voice guidance for various situations ranging from providing automatic voice or fax-based product or service guidance to reserving tickets or venues.

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.

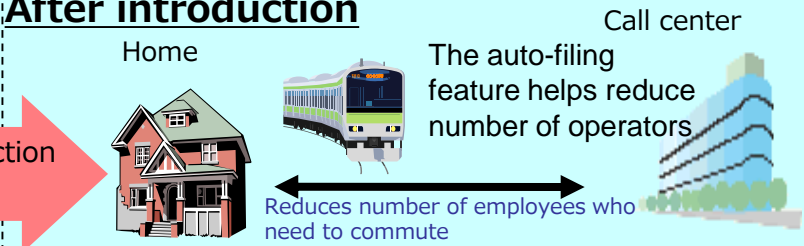
## Before introduction



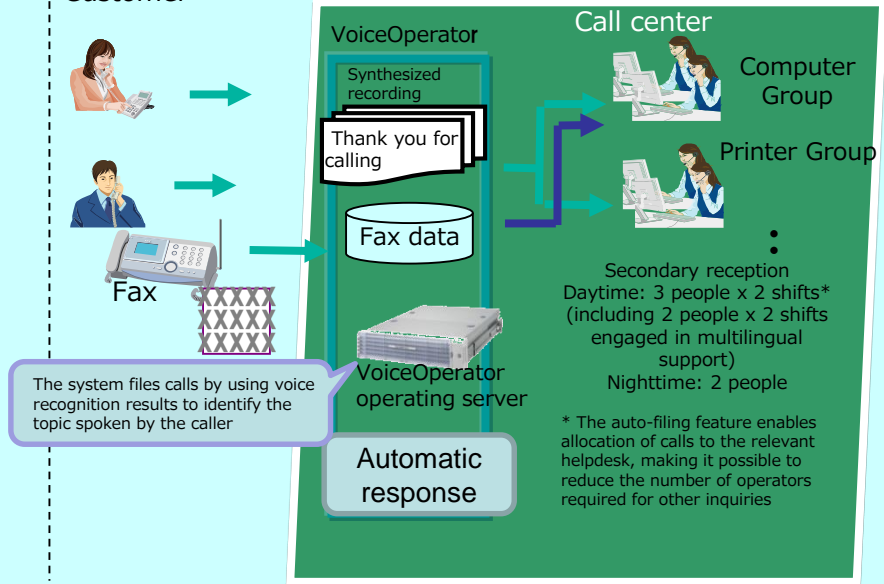
Customer



## After introduction



Customer



\* The 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

