

## **Aumtech Agent-Assisted IVR selected for The Harvard School of Public Health Advanced Dietary Research Program**

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**HARVARD  
SCHOOL OF  
PUBLIC HEALTH**

East Brunswick, NJ December 15, 2006 - Aumtech, Inc. announced today that InSpeech, LLC. has chosen Aumtech's Agent-Assisted IVR Application and CGATE Portal as core technology for the Harvard School of Public Health (HSPH) Advanced Dietary Research Program. Aumtech will design and implement an automated data collection system to provide HSPH a survey methodology that far surpasses traditional methods in efficiency, flexibility and affordability.

The solution, called Thelmma for The Harvard Epidemiological Linguistic Meal Metrics Application combines Aumtech's Agent-Assisted IVR with state-of-the-art speech recognition, text-to-speech, innovative dietary assessment scripting and ongoing process optimization to meet the research programs unique and challenging requirements. The overall goal of the Thelmma Project is to develop an interactive automated telephone-based voice-recognition dietary recall system offering a low-cost, low-participant burden method of assessing diet in studies of large-scale, diverse populations.

As InSpeech principal Marc Lord describes, "Aumtech has the kind of deep technical insight and tools required to use existing technologies to leverage self-service up to the next level. For example, good speech recognition alone isn't enough for Harvard to meet its productivity requirements, so we have to integrate speech, telephony, data, and decision support tools in ways which safeguard both the technologies and the callers. If there's a failure at one transaction node, we immediately and invisibly step in to get calls back on track to completion. That cuts call time, cost, and greatly improves end-to-end quality."

"Additionally," Lord continued, "Aumtech has a long track record making applications for telecommunications. Their IP Media Server has proven its scalability, and their Agent-Assisted IVR will interact with automated survey participants only when needed. Harvard's data collection domain for the Thelmma project is intensive yet fairly stable, so Aumtech's application can rapidly increase the agent/caller efficiency ratio."

"We are very pleased that InSpeech and HSPH selected Aumtech to assist them in delivering their vision for the next-generation dietary survey solution," said Bill Jones, Senior Vice President, Aumtech. "We definitely share their enthusiasm for the important role that Thelmma will play in advancing epidemiologic studies of gene-diet interaction."

Aumtech's CGATE (Carrier Grade Advanced Telephony Environment) is the ideal foundation for Automatic Speech Recognition (ASR) and Text to Speech (TTS) applications. The platform is fully VoiceXML compliant, runs seamlessly in PSTN and VoIP-capable networks, and incorporates best-in-class speech recognition and TTS capabilities. CGATE features a comprehensive suite of mature, industry-tested modules for media, ASR, TTS, fax, and operations, administration, and maintenance (OA&M). The highly scalable platform has been

proven in more than 50,000 ports worldwide, including enterprise, service provider, and network carrier customers.

Agent-Assisted IVR enables you to maximize the performance of automated self-service by seamlessly bridging an agent into an automated session to quickly resolve a problem. Instead of callers becoming frustrated by speech recognition errors or traditional, highly-structured menu options and transferring out to speak directly to an agent, Agent-Assisted IVR allows a control agent to quickly assess the situation and direct the automated service process to meet the callers needs. The control agent can update information, direct the IVR application, or initiate dialog with the caller via recorded phrases and dynamically generated text-to-speech - all without the caller realizing an agent is involved. The agent can then return the session to a fully automated state.

Agent-Assisted IVR adds elegant error handling, process uniformity, a consistent caller interface to greatly increase the ease of use of traditional self-service applications. The application's smart self-care environment improves call completions rates, allows for more effective agent segmentation, reduces costs, and improves customer satisfaction.

#### **About InSpeech:**

InSpeech is the first full-service independent consultancy specializing in speech automation services. During two decades of service in the speech technology development divisions of AT&T, Microsoft, and Nuance, its principles have led the development, licensing, intellectual property patenting, merger, acquisition, and proliferation of the world's most prominent speech technologies, techniques, and applications in over 20 languages. InSpeech engages a wide, well-established network of professional technology and partner contacts in order to objectively craft appropriate, highly reliable and technically advanced speech processing solutions.

#### **About Aumtech:**

Since 1988, Aumtech has specialized in providing seamless connectivity and information exchange between diverse networks and devices. From its origins as a developer of Information Services Platform software for AT&T, Aumtech has evolved into a leading Automatic Speech Recognition (ASR) systems provider for large enterprises and global carriers, including customers such as JetBlue, Global Crossing, and Movius Interactive Corporation. Aumtech customer interaction solutions are actively deployed in more than 11 countries on the VoiceXML-based Carrier Grade Advanced Telephony Environment (CGATE) platform. CGATE, serving more than 50,000 ports, including 9,000 using Session Initiation Protocol (SIP), is deployed in two of the largest Interactive Voice Response (IVR) installations in Europe and North America.

Aumtech, Inc. Contact:  
Bill Jones (804-360-9580)  
Senior Vice President