

Broca Networks

Broca Networks designs, deploys and hosts computer based speech recognition applications and services. Broca's Contact Centre Solutions enable our customers to automate simple call requests by directing them to an automated speech recognition system. This reduces overheads and increases staffing efficiency.



The Business Need

Maintaining a Contact Centre or Customer Service Centre can be expensive and inefficient. Call volumes are unpredictable and good agents are difficult to recruit and retain. Long call-holding time and limited hours of service can result in dissatisfied and frustrated customers. Touchtone phone menus are often long, tedious and confusing - they address some of the issues but, more often than not, the caller will choose the option to speak to a live operator when they get lost in the system.

Broca Solution

Broca uses latest generation computerised speech recognition technology enabling you to reduce costs and increase efficiency:

- Reduce staff overheads and infrastructure investment whilst increasing incoming call capacity.
- Resolve problems caused by high staff turnover (lowering recruitment and training costs).
- Create customer loyalty and satisfaction through reduced time on hold, and 24/7 access to services.

Cost Effective

Broca solutions are flexible enough to adapt to changing business requirements:

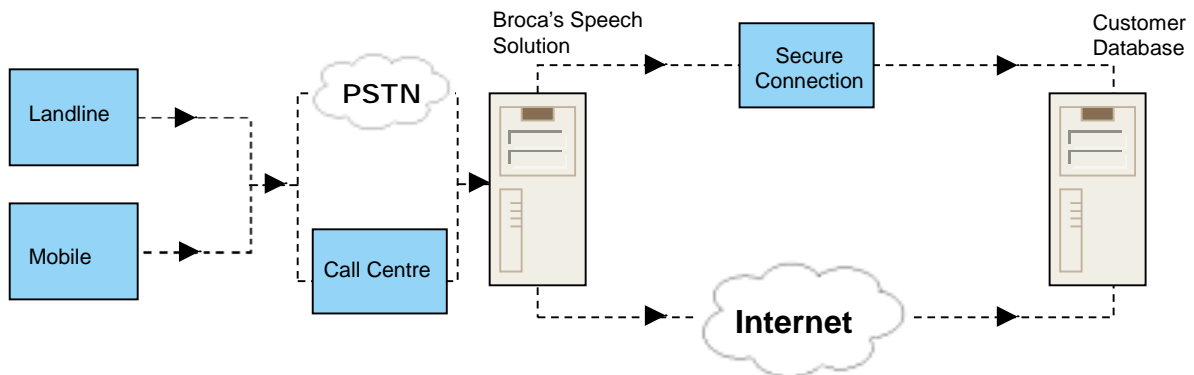
- Rapid return on investment
- Speech applications integrate with customers existing systems, leveraging your previous investments
- Secure hosted services avoid capital investment and minimise staffing costs.
- Broca Networks' services are fully scalable, allowing businesses to extend applications in line with growth.

A simple to use voice interface means the customer no longer has to struggle through complex touchtone menus.

Speech Recognition & Broca Networks

Current speech technology provides a robust and scalable solution. The speech recognition engine interprets human speech, while text-to-speech technology may be used to provide synthesised speech when required. This combination allows a wide variety of data to be delivered automatically to a person, a database or a CRM system.

Broca Networks has developed a framework that enables our customers to apply this technology delivering real solutions and applications that will increase efficiency in day-to-day business. Once an application has been deployed, it is cost effective to extend and enhance services as business requirements change.



Incoming call linking to the customer database

We provide a full service including project identification, analysis, design, deployment, hosting and maintenance

Project Identification & Analysis

Broca Networks will assess your business requirements and pinpoint where a speech application will be of maximum benefit.

Design & Deployment

Broca has the ability to develop effective easy to use solutions that fulfil real business needs, and which work within your current environment to leverage existing investments.

Hosting & Maintenance

We have a 24/7/365 secure hosting environment, with high availability backup systems already in place. Broca can deploy hosted speech recognition applications quickly and efficiently, removing the need for you to make upfront investments in infrastructure, or hire specialist staff.

Broca Networks is based in Cambridge UK. Our applications are designed to be platform independent so we can select the best technology solution based on our customers' requirements. If you would like more information about how Broca can enable you to enhance your current system, please contact us on 01223 370140 or email info@brocanetworks.com