

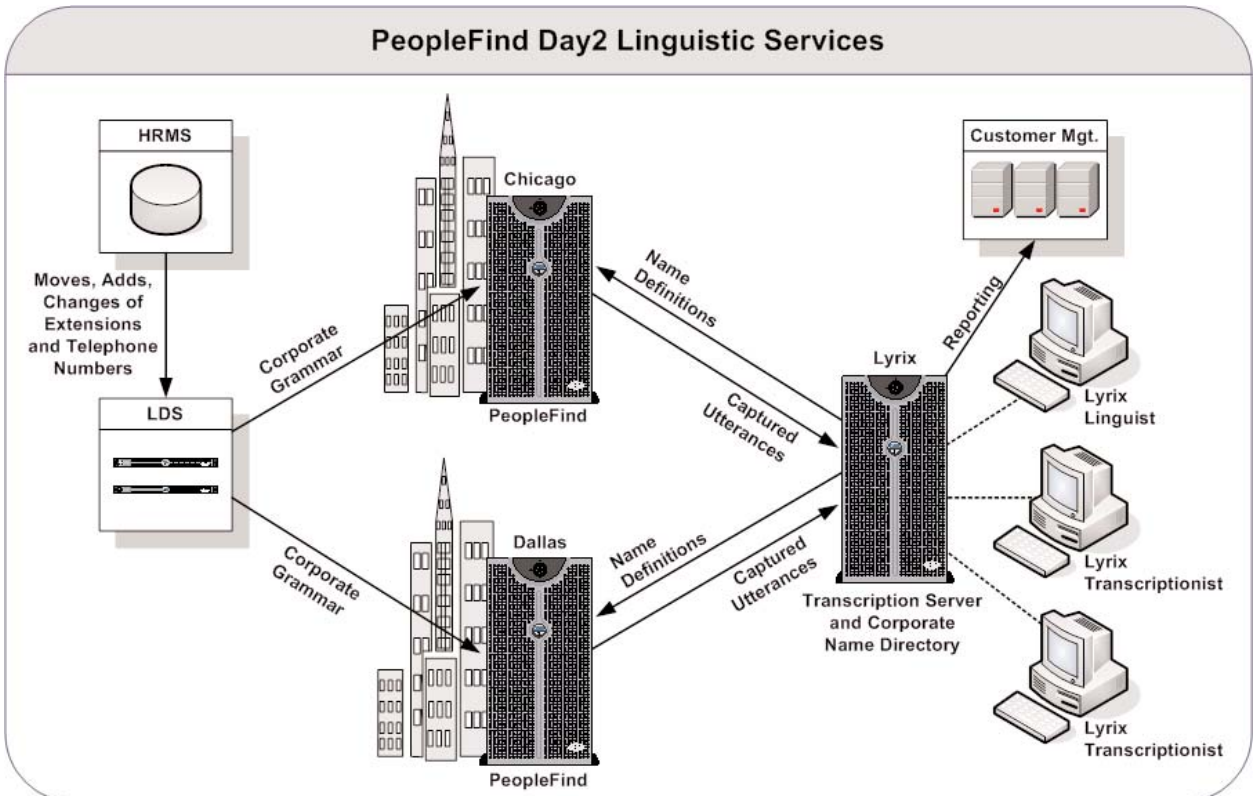
Day2 Linguistic Services

Lyrix provides a continuous improvement service for the PeopleFind grammar in which utterances are reviewed for accuracy and modified as necessary. A linguistic sentry program is configured to capture failed utterances and return them over the internet to Lyrix Linguistic Services. Through this service, Lyrix assures that unusual names, pronunciations, nicknames, noise, and other anomalies are corrected promptly, reducing user frustration and ensuring the successful results of the system. The service produces monthly reporting describing the results of the monitoring, analysis, and modifications to the grammar.

PeopleFind Day2 Linguistic Services feature:

- Performance Monitoring
- Nightly Process, Transcription and Analysis
- Customer File Updates
- Continuous Improvement

This illustration shows a customer configuration where captured utterances are routed to the Lyrix linguistic sentry for analysis and correction:



Performance Monitoring

Calls are recorded for utterance transcription and analysis, and processed by the system for recognition and call transfer. As a part of the Lyrix PeopleFind solution, each call is logged to track volumes and capture call detail including utterances and PeopleFind recognition results.

Nightly Process, Transcription and Analysis

The nightly process is the method of updating the local PeopleFind directory with new employee information, pronunciation definitions and TTS generation. On a nightly basis, PeopleFind pushes a saved utterance file from the call logs to Lyrix for transcription. The objective of this transcription process is to assess the recognition accuracy, make improvements to name pronunciations in the phonetic directory based on actual caller utterances as well as to improve the call flow and application interface as a result of call analysis.

Customer File Updates

On a periodic basis during off-hours, an updated directory file containing new employee information is pushed from the local IT group to the local PeopleFind. The nightly process activates, compares the files and pushes all changes to Lyrix for processing. Once the Nightly Process has completed utterance updates, pronunciation updates and TTS generation, the local PeopleFind system generates a command to pull back the updated file. The new file is then installed on the local PeopleFind creating an updated database of information. Callers are automatically re-directed to the new file once the update is complete. The process is entirely automated and completes without any resource intervention. The customer also has direct access to the employee directory file for more immediate updates via a client interface. This same interface supports report access and generation.

Continuous Improvement

In the final steps of the Lyrix support process described above Lyrix gathers all the phonetic directories from all deployed PeopleFind systems, updates the Corporate name Directory and shares them across all systems as a part of Lyrix's continuous improvement process. The result is that each customer benefits from the phonetic directory enhancements made by the Lyrix linguist team. Today, as a result of several years of efforts, the Lyrix Corporate name directory contains well over 2,500,000 unique names and pronunciations. These are all made available to each and every customer based on their specific requirements as a part of Lyrix's on-going support and continuous improvement.