



VocaNOM

Voice-driven Organizational Phonebook

 audiocodes

STAY BUSY, BE PRODUCTIVE

Work calls are made all day long, everywhere, anytime. Whether on the way to your next meeting, in the car on the way home or in your office, locating the relevant contact person can be very time consuming and inefficient. VocaNOM elevates employees' calling experience by providing the below conditions:



- Not having to look for contact information manually
- Making sure field and remote employees are always connected to HQs
- Eliminating the need to reach an operator for unknown numbers
- Increasing day-to-day productivity and internal communication efficiency

VOCANOM – VOICE-DRIVEN ORGANIZATIONAL PHONEBOOK

Effective internal communication is key to any organizations' success. VocaNOM enables employees and work teams to communicate intuitively, and boosts productivity - by providing immediate voice access to full organizational contact details.



- Easily reach colleagues across multiple devices by simply saying a contact or a department name
- Automatic synchronization of contact details through Active Directory or CSV
- Full support in German, English US and Spanish (multi-dialect) with multiple accents and dialects coverage
- Seamless integration with any PBX (IP or analog) as well as with native AudioCodes IP Phones

VOICE RECOGNITION EXPERTISE FOR CONTACT NAMES

VocaNOM provides organizations with an unparalleled expertise in spoken name and contact details recognition. Together with AudioCodes team of voice and linguistics experts, VocaNOM users enjoy a unique voice-driven calling experience, supporting everyday contact information coverage.



- More than 90% accuracy in names and job titles recognition
- Territory-based voice data collection from locals and native speakers across genders, backgrounds and dialects
- Built-in nickname support
E.g. "Tom = Thomas", "Julie = Julianna", "Alex = Alexander"

SMART CALLING EXPERIENCE

While VocaNOM makes a great go-to solution to easily reach any company employee, it also makes sure your calls will never go unanswered. With VocaNOM's built-in advanced calling features, reaching the desired contact person is easier than ever before.



- Automated call forwarding rules when the desired destination is busy or unavailable
- Customize on-duty calling according to working hours and different shifts
E.g. "IT helpdesk", "Customer support", "Shift manager"
- Manage various calling rules and permissions to fit contacts and department timetables

VOICE CALLING LOCALIZATION

Speech and everyday calling can significantly vary from one region to another, and requires special localization support. In some countries a first name is never used, while in other regions, two first names are not an exception. VocaNOM includes built-in localization support, making sure your regional calling habits are always covered.



- Customize VocaNOM to fit your customers' natural and intuitive conversational flow
- Germany - "Call <Mr./Mrs.> + <Last name> + <Department name>"
E.g. "Mr. Müller Sales", "Mrs. Schneider IT"
- South America & Spain - "Call <1st-1st Name> + <2nd Last Name>"
E.g. "Alonso Álvarez de Pineda", "Juan Carlos Fernández"

SECURITY & DATA PROTECTION

AudioCodes VocaNOM solutions meet strict and the latest data protection standards including GDPR, with nation-specific local storage, ensuring your customer data stays safely secured.



AudioCodes Ltd. (NASDAQ, TASE: AUDC) is a leading vendor of advanced voice networking and media processing solutions for the digital workplace. AudioCodes enables enterprises and service providers to build and operate all-IP voice networks for unified communications, contact centers, and hosted business services. AudioCodes offers a broad range of innovative products, solutions and services that are used by large multi-national enterprises and leading Tier-1 operators around the world. For more information on AudioCodes.

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