Incendonet is the industry leader in providing a complete line of speech recognition solutions for companies of any size. Each member of our SpeechBridge product family is straightforward to deploy, easy to integrate, and supports the leading communications protocols being used in today’s IP networks.

Products

- **SpeechBridge SMB**
  SpeechBridge SMB is the ideal speech application solution for smaller companies. It offers an unmatched low purchase price and brings affordable speech recognition and text to speech capabilities to companies of any size.

  SpeechBridge SMB comes as a two port system and can be expanded up to four ports. As your business grows, there is a simple migration path to Pro and a 100% credit is given for the SMB purchase.

- **SpeechBridge Pro**
  SpeechBridge provides a complete solution for your enterprise speech application needs. The system’s architecture lets you easily distribute servers, applications and user options from a central, web-based administration point — within one office or among branch offices — for cost savings, increased productivity, mobile access to enterprise systems and advanced customer self-service options.

  SpeechBridge Pro has been designed to grow with enterprises as they automate daily business tasks. The base system comes with a four port license and can be expanded to handle up to twenty four ports. Custom hardware configurations are available for larger deployments.

**Product Overview**

SpeechBridge® appliances empower businesses just like yours with enterprise wide speech recognition and text-to-speech capabilities that improve customer service, increase mobile employee productivity and reduce operating costs. With the ability to retrieve information and process repetitive tasks using simple spoken commands, SpeechBridge connects you and your customers to the information they need anytime, anywhere, safely, and ensures compliance with hands-free legislation. Our speech recognition driven applications, including auto-attendant, corporate e-mail and calendar access, and other custom IVR applications, have already given a competitive edge to the companies that have implemented them.

Sold in an appliance form factor that includes a suite of speech recognition applications and fully customizable open standards speech application platform, SpeechBridge is a seamless enhancement to ShoreTel. Speech-enable your corporate phone directory, e-mail, calendar, and self-service IVR applications today!

**Solution Overview**

SpeechBridge is an enterprise-grade, fully featured speech application solution for ShoreTel IP telephony with integrated speech recognition based employee directory, e-mail and corporate calendaring applications, and web-based system configuration and management. SpeechBridge appliances provide dramatic savings for enterprises with a comprehensive speech application platform that improves employee productivity, adds mobility to core enterprise systems and reduces operating costs.

SpeechBridge works with existing enterprise systems, requires little to no administration, and includes a comprehensive suite of business applications. SpeechBridge connects you and your customers to core enterprise applications through simple, spoken requests. Adding enterprise speech technology has never been easier, or more affordable.

**Included Speech Recognition Driven Applications:**

**Auto-Attendant:** Improve and accelerate service for your customers and speed up your employee’s collaboration by allowing them to speak the name of the department or individual they wish to reach. No more “dial by name” pain – just say the name or department.

**E-mail:** Expand secure, mobile e-mail access for your employees with the ability to pick up any phone and speak simple commands to access enterprise e-mail servers and check their e-mail. Employees can comply with hands-free cell phone laws and safely stay connected.

**Calendaring:** Your employees can speak simple voice commands to review their calendars, and accept or reject meeting requests, all from any phone. Employees can comply with hands-free cell phone laws using speech commands to safely keep track of their schedule.

**Custom Speech Recognition Applications:** SpeechBridge is designed to grow with an organization as they implement custom speech-recognition applications to replace traditional IVR solutions and provide enhanced customer self-service offerings. With support of the leading industry standards, SpeechBridge can be easily integrated with your existing backend enterprise systems.

![Figure 1: SpeechBridge Standards Compliance](image-url)
**Key Features/Benefits**

**Instant Return on Investment**
With a suite of employee productivity and customer self-service applications included, your organization will start realizing an ROI immediately.

**Easy to install, configure and manage**
Browser based system management tool allows you to simply configure your appliance, manage user options and go.

**Most flexible speech recognition application platform**
Standards-based system supports the widest range of voice applications and development languages.

**Unmatched system flexibility, interoperability and lower-cost solution components**
SIP standards compliance ensures interoperability with off-the-shelf solution components and applications from other vendors that conform to SIP standards.

**Seamless enhancement to IP-telephony**
Now users can access existing enterprise applications from their corporate voice system with spoken requests. The SpeechBridge platform allows for on-going automation of business processes.

**Enhanced employee productivity and hands-free compliance**
Delivers mobile access through simple voice commands for access to core enterprise systems and applications (E-mail, Directory, Calendars).

**Tight Microsoft Exchange Integration**
Seamless and secure integration with Exchange. Applications are ready to go out of the box with minimal web based administration.

**Customer Value**
ShoreTel IP telephony solution infrastructure provides businesses with a secure, cost-effective, and scalable VoIP solution that is easy to manage.

SpeechBridge appliances provide dramatic savings for enterprises with a comprehensive speech application platform that improves employee productivity, adds mobility to core enterprise systems and reduces operating costs. With the ability to retrieve information and process repetitive tasks with simple spoken commands, SpeechBridge connects you and your customers to core enterprise systems from any phone, any time, any where.

**About Incendonet**
Incendonet Inc. is a leading provider of speech recognition solutions for enterprises of all sizes. With the SpeechBridge® family of products, enterprise speech has never been as easy or cost effective to implement. SpeechBridge appliances are available directly from Incendonet and through select VARs and IP-PBX OEM partners. For more information about SpeechBridge and how automated speech recognition solutions can benefit your organization, please visit [www.incendonet.com](http://www.incendonet.com) or call (760) 944-7698.

“SpeechBridge was an easy choice for a cost effective speech application platform with its support of open standards and straightforward SIP integration with our ShoreTel phone system. Working with their professional services team, we were able to fulfill our speech application needs in a timely fashion. We look forward to working with Incendonet for our future speech recognition solution needs.”

Andrew Jones
Director of Technology,
Appluss+ Technologies, Inc.

“Callers are greeted with instructions to simply say the name of the person or the department they wish to reach. Now callers just speak their request and get to where they need to go and our employees and vendors no longer struggle with cell phone keypads to route their calls.”

Denise Brunner
Telecommunications Manager,
BakerCorp

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Denise Brunner
Telecommunications Manager,
BakerCorp
About ShoreTel, Inc.

ShoreTel, Inc., (NASDAQ: SHOR) is a leading provider of Pure IP Unified Communications solutions. ShoreTel enables companies of any size to seamlessly integrate all communications - voice, video, messaging and data - with their business processes. Independent of device or location, ShoreTel's distributed software architecture eliminates the traditional costs, complexity and reliability issues typically associated with other solutions. ShoreTel continues to deliver the highest levels of customer satisfaction, ease of use and manageability while driving down the overall total cost of ownership. ShoreTel is headquartered in Sunnyvale, California, and has regional offices in the United Kingdom, Sydney, Australia and Munich, Germany. For more information, visit www.shoretel.com or call 1-877-80SHORE.

Disclaimer

ShoreTel tests and validates the interoperability of the Member's solution with ShoreTel's published software interfaces. ShoreTel does not test, nor vouch for the Member's development and/or quality assurance process, nor the overall feature functionality of the Member's solution(s). ShoreTel does not test the Member's solution under load or assess the scalability of the Member's solution. It is the responsibility of the Member to ensure their solution is current with ShoreTel's published interfaces.

The ShoreTel Technical Support organization will provide Customers with support of ShoreTel's published software interfaces. This does not imply any support for the Member's solution directly. Customers or reseller partners will need to work directly with the Member to obtain support for their solution.