



WEEKLY MESSAGELINK

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Iwatsu/Esnatech Simplify Access to Contacts



Iwatsu Voice Networks (IVN) has announced the release of a new speech dialing feature for the Iwatsu Enterprise Suite business communications platform. The new feature allows users to speak the name of a desired contact, and the call is automatically connected.

The new feature is accessed through a Speech button on Iwatsu phones. Pressing the Speech button triggers automatic speech recognition (ASR) software embedded in the system to listen for the name of a desired contact. That name is then cross referenced over multiple contact lists before the system connects the call. The speech dialing software, developed by Esna Technologies (Esnatech), is capable of searching through thousands of contact entries instantaneously. If more than one number exists for any given contact, users are prompted to select the desired number from the saved entries (cell, work, home, etc.).

“Tracking down elusive contact numbers is something that everyone has experienced.” said Michael Marchioni, IVN Vice President of Product Management. “With the Speech Access feature, it doesn’t matter if the number is in a corporate contact list or a personal contact list, all you have to remember is the person’s name.”

The Speech Access feature can also be combined with a Bluetooth headset connected to an Iwatsu ICON phone, providing a unique hands-free dialing option. Users press the off-hook button on their Bluetooth headset and say the name of the person they are trying to reach. The call is placed leaving the desk phone untouched. for more information visit Iwatsu voice networks at www.iwatsu.com or learn about the Esnatech UC portfolio at www.esnatech.com.

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