University of Texas
Southwestern Medical Center
Wins With VoiceObjects

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A little about UT Southwestern

- One of 15 campuses of The University of Texas System
- One of the 5 UT medical schools
- Located just NW of downtown Dallas
- University and 2 hospital buildings
  - St. Paul
  - Zale Lipshy
- Annual budget – $1.2 billion
- Building space – 7.3 million sq. ft.
- Approximately 11,000 faculty and staff
Our speech recognition history

• 9/1/01 – Deployed 1st SpeechSite auto attendant for the University
• 9/1/02 – Two more SpeechSites added for affiliated hospitals
• 1/26/06 – First VoiceObjects application
• 2/24/06
  – Hospitals were purchased
  – One combined OpenSpeech auto attendant
Speech-enabled applications begging to be developed...

• Disaster Response System
• Patient Billing front end
• Help Desk front end
• Internal customer satisfaction surveys
• Converting clinic front ends from DTMF to speech for a “less deep” menu
• Other department front ends
• Continuing Education registration
• Room scheduling
What we were looking for...

- Applications that could be developed with either DTMF and/or speech
- Quicker deployment of applications
- Ability to change applications
  - rapidly
  - “on the fly”
- Lower development costs
- Ability to deploy smaller applications
- Ability to use various IVR platforms
- User-friendly tools for developing applications

Selected VoiceObjects
Our Configuration

- **Nuance ASR Servers**
- **Nuance OpenSpeech Attendant Servers**
- **VoiceObjects Servers**
- **Siemens HiPath PBXs**
- **Intervoice IVRs**
- **Backend Databases**
The VoiceObjects GUI
Applications Developed Using VoiceObjects

- Disaster Response System
- Patient Billing Front End
  - Phase 1 – basic call routing
Applications Under Development

- Patient billing front end
  - Phase 2
    - Request account number – pass to ACD agents
  - Phase 3
    - Provide last payment and balance
    - Accommodate automatic credit card payments
- Help Desk front end
- Departmental customer satisfaction surveys
- Various departmental front ends
- Directions
- Wireless guest access – User ID/Password
- Personal directory
- Converting clinic front ends to speech
Questions???

Empowering Your customers and employees with speech technologies

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Thank You