

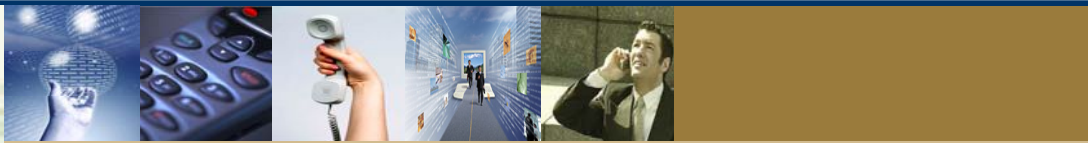


You speak...We listen.

UC BLUE™

WebSphere® software

Lotus® software



Unified Communications BLUE

VoiceRite's UC Blue Suite provides IBM WebSphere technology packaged with Unified Messaging, the VoiceRite Client (Sametime 7.5 or standalone), Name Dialer, Menu Maker, and Password Reset. It provides advanced voice, fax, wireless, and e-mail messaging for next-generation Unified Communications. Save money and time, improve customer service by automating employee, and contact center tasks using speech! Your investment in speech will pay for itself many times over. IPC BLUE Suite offers a host of off-the-shelf automated speech applications for your business.

In today's world, customers want instant service. Now you can customize a solution that provides just that...

Application Features:

Unified Messaging is particularly compelling for companies who may be planning to centralize multiple voice messaging systems locations voice messaging systems as part of a move to IP Communications.

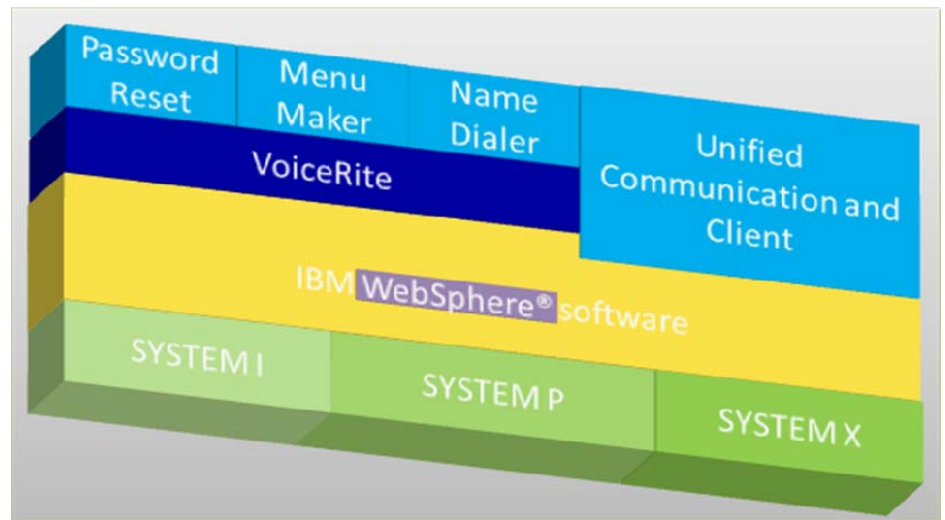
VoiceXML Based – runs along side of other VoiceXML applications on industry standard platforms.

Use Existing Data Feed – leverage your existing web infrastructure to provide data to your speech applications.

Natural Language Input Processing – recognizes grammatical utterances before and after the spoken request (e.g. "I'd like to connect").

Web-Based Administration – make updates, configuration changes, and customizations to applications from any location securely.

Customizable Solution to Meet Your Needs – no single solution fits all companies.



Unified Messaging - Unified Messaging for WebSphere (UM) provides a full featured unified messaging system for enterprises or service providers based on IBM's WebSphere. It provides robust features including comprehensive mobility functions such as find me/follow me, e-mail access via the phone, and inbound fax capabilities. UM is based on a highly scalable AIX software platform, and is easily customizable to meet customer demand for specific user web, telephone, or desktop requirements.

Name Dialer - Using the VoiceRite Name Dialer, your employees and customers can call people or departments in your business in the most intuitive manner they know - by simply speaking. With the power of a caller's voice, the speech-enabled Name Dialer performs automated directory assistance and call routing, directing the caller to any person or department throughout your enterprise.

Password Reset – Many IT departments spend startling amounts of time and money each year managing password reset requests. Improve your internal customer service and substantially reduce your costs by automating your password reset functions.



Platform Features:

MRCP – supports multiple speech recognition TTS engines through industry standard MRCP interface.

LDAP Interface Support – supports integration with your existing company directory store, including LDAP.

TDM & VoIP Interface – integrates within a VoIP or traditional TDM switched environment.

Multi-Language Support – deployed today in multiple languages on three continents. Ask your UC BLUE sales representative about support for your language.

Platform Support:

Servers:

IBM System i, p (UM). IBM System x, Cisco MCS & ISR Routers (Menu Maker, Password Reset, Name Dialer)

Middleware:

IBM WebSphere Voice Response, WebSphere Voice Server, WebSphere Application Server

Clients:

IBM Lotus Sametime 7.5.1, Lotus Notes 8, Eclipse, Standalone, Web

Client Operating Systems:

Windows XP

Server Operating Systems:

AIX, Linux, Windows Server 2003

A simple call to the automated Password Reset application verifies the user's identity, resets his or her password, does it all quickly, painlessly, and cost-effectively.

Menu Maker – Using the VoiceRite Menu Maker, you can create and update automated touch-tone and speech recognition based call routing menus intuitively from your desktop. Designed for non-technical users, the VoiceRite Menu Maker essentially enables you to design call routing menus on your screen, which provides prompts for your callers and options for how they will interact with the system. Menu Maker's web-based GUI has menus that direct you to key-in what callers will hear and where the callers will be transferred. Options include either typing in text to pull-down menus that automatically convert the text to speech, or you can record your own voice prompts over the phone, or upload professionally recorded audio files. End users can even record their own prompts in real-time.

Take Control of Your Applications

All UC BLUE Suite applications plug into the VoiceRite Framework. Using the Framework's powerful web-based administration tool you can:

- Provision multi-level access and administer virtual host attributes
- View, edit, and delete subscriber records
- Tune grammar files for improved speech recognition
- Customize elements of the application features and functions
- Generate a variety of statistical reports
- View system alerts and exceptions

Applications That Work Together

All UC BLUE Suite applications are designed to work together to provide a complete and powerful voice self-service solution. Callers can select between any application in the UC BLUE Suite to reset their password or connect to anyone in your company. For example, using Menu Maker connected to a company's main number, callers could choose a corporate directory (Name Dialer), or, to reset their password (Password Reset) or to be transferred to billing or customer service center (more Menu Maker choices). If corporate directory is selected by the caller and they say the name of an employee, and Unified Messaging solution can transfer the caller based on the employee's schedule. These are just a few examples of how UC BLUE Suite of powerful applications can be combined to offer corporate communications solutions.

For More Information

If you would like more information on VoiceRite's Unified Communications BLUE, please call 954-653-2600 or email us at sales@voicerite.com



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