

**FOR IMMEDIATE RELEASE**

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**GMAC Commercial Mortgage Answers the Call with  
SpeechSite from SpeechWorks**

SpeechSite System Provides GMAC Callers with Fast, Friendly Service,  
Eliminating Need for Touch Tone Menus

**Boston, Mass.** —February 13, 2001—SpeechWorks International, Inc. (NASDAQ: SPWX), a market leader in the telephony-based speech technology industry, today announced the live deployment of a SpeechSite™ system at GMAC Commercial Mortgage (GMACCM), the nation's leading one-stop financial services resource in commercial mortgage banking. Now, when callers dial GMACCM's main number at 215.328.3200, they simply say the name of the person they want to speak with and the call is automatically routed to the appropriate person. GMACCM receives several hundred calls per day for its employees located in over 50 offices throughout the United States. SpeechSite will handle the calls and quickly respond to the inquiries 24 hours a day, seven days a week.

SpeechSite eliminates the need for callers to 'dial-by-name,' know a particular extension or remote office phone number, or be trapped in a touch-tone menu. SpeechSite uses advanced speech recognition from SpeechWorks to understand callers' queries and direct callers to the

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person needed. When customers call GMACCM they hear, "Hello, welcome to GMAC Commercial Mortgage. Say the name of the person you wish to reach." SpeechWorks' 'barge-in' capabilities allow callers to speak over a prompt, reducing overall call time and enhancing the user experience.

"SpeechSite is a real time saver, especially when you're trying to locate someone who has transferred," said Rick Beruf, director, Telecommunications at GMACCM. "Overall, it's a faster, easier way for employees to access each other, and our customers will find it much easier to get the service they need. This system clearly differentiates us from our competitors."

"SpeechSite's carefully designed speech-enabled user interface, and packaged auto attendant, make it the ideal solution for any corporation that wants to provide their callers with anytime, anywhere access to employees," said Steve Chambers, vice president of worldwide marketing at SpeechWorks. "This latest SpeechSite deployment with GMAC Commercial Mortgage is a perfect example of how companies can improve customer relations and overall accessibility to information via the phone."

#### **About GMACCM**

GMAC Commercial Mortgage, based in Horsham, PA is a wholly owned subsidiary of GMAC Commercial Holding Corp. It is the nation's leading one-stop financial resource in the commercial banking industry. The diverse lending and servicing specialist has more than 50 offices nationwide. GMACCM has a servicing portfolio of over \$90 billion, and provides a variety of financing products and services including permanent, interim, and construction lending, with specialized lending units focused on healthcare and hospitality as well as e-commerce offerings through Internet commercial mortgage lending. Further information about GMACCM can be found at [www.gmaccm.com](http://www.gmaccm.com).

#### **About SpeechWorks International, Inc.**

Organizations worldwide rely on SpeechWorks (NASDAQ: SPWX) to delight their callers and provide them with a new level of service over the phone. Complementing the self-service model of e-business, SpeechWorks speech solutions, including the revolutionary SpeechSite™ product, and Speechify™ text-to-speech engine, let customers direct their calls, obtain information and complete transactions automatically, simply by speaking naturally over any phone, anytime.

SpeechWorks customers include some of the world's most sophisticated customer service innovators such as America Online, Amtrak, Continental Airlines, E\*Trade, FedEx, Fidelity Investments Institutional Brokerage Group, United Airlines and Yahoo!. The Company offers the *SpeechWorks Here* Guarantee, the industry's only program that includes a money-back guarantee. SpeechWorks strategic partners include leading corporations such as

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AT&T, Avaya, Dialogic, *an Intel company*, InterVoice-Brite and Net2Phone. Investors included Citigroup's e-Citi Unit, GE Equity, Intel Corporation, The Intel64 Fund, MCI WorldCom Venture Fund and Reuters.

SpeechWorks is headquartered in Boston, Massachusetts and has offices around the world. To experience the power of SpeechWorks, call 1.888.SAY.DEMO. For additional information, call 617.428.4444 or visit <http://www.speechworks.com>.

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