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SpeechWorks Enhances Groundbreaking Text-to-Speech Product

*Latest Version of Speechify Gives Male Voice Option, Email
Pre-Processing and Greater Efficiency*

BOSTON, Mass.—April 19, 2001—SpeechWorks (Nasdaq: SPWX), a leader in the network-based speech technology industry, today announced that it has made enhancements to its Speechify™ Text-to-Speech (TTS) engine, which relays text-based content to callers in a pleasant sounding voice. Speechify—which has been selected by America Online, Microsoft and Yahoo!—and many others—now offers new options and increased efficiency. Since it became available in Q4 '00, Speechify has provided information to over two million callers.

The major enhancements to the Speechify engine include a male voice option, email pre-processing to make emails sound more natural when read over the phone and increased efficiency, allowing 50% more concurrent users to call into a service at any time. This improved efficiency translates into significant cost savings for companies, enabling them to serve more callers with less hardware.

“As a unified communications company, our customers demand an excellent user experience,” said Dennis Felton, chief technology officer, at Call Sciences. “With Speechify, customers can hear email and other information read to them in a voice that is nearly as natural as a human’s. This version of Speechify offers an even greater user

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experience that has been proven in focus groups. We look forward to a long relationship with SpeechWorks as we integrate their speech technologies into our solutions.”

“Speechify is revolutionizing the wireless world, as it greatly increases the kinds of services that can be provided over the phone without inhibiting callers’ mobility,” said Steve Chambers, vice president of worldwide marketing at SpeechWorks. “The latest enhancements to Speechify result in cost savings for companies using speech services, and a better experience for callers.” --more--

Pricing and Availability

The list price for Speechify is \$650 per port. A Software Developer Kit (SDK) is available. Speechify is currently available in English, with both female and male voices. Interested parties may demo Speechify at <http://www.speechworks.com/products/services/products/speechify/interactivedemo.cfm>.

SpeechWorks offers a text-to-speech engine in 12 languages with its ETI-Eloquence product.

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, Speechify™ text-to-speech engine and SpeechSecure™ module, 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 Credit Suisse First Boston, Microsoft and HeyAnita. 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 AT&T, Avaya, Dialogic, an Intel company, InterVoice-Brite, Net2Phone and NetByTel.

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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SpeechWorks is a sponsor of Global Speech Day, the first-of-its-kind Web event about speech recognition technology on May 2, 2001. Information and registration are available at <http://www.globalspeechday.com>.

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