

FOR IMMEDIATE RELEASE

VoiceGenie and speechvantage Introduce Voice-Driven Auto Attendant Solution

GenieVantage integrates advanced speech recognition to dramatically improve customer services while reducing costs

Horsham, PA and Toronto, Canada - June 06, 2002. VoiceGenie Technologies Inc., the leading provider of VoiceXML Gateway solutions, and speechvantage, Inc., a leading provider of full-service speech solutions, today announced the introduction of their new GenieVantage Auto Attendant Gateway solution. The complete turnkey package combines speechvantage's off-the-shelf VoiceXML-based Auto Attendant application with VoiceGenie's best-selling VoiceXML platform.

The Auto Attendant facilitates the call completion process for inbound callers who do not know a particular extension or remote office phone number when calling an enterprise. Rather than waiting for a live operator or spelling a name on a telephone keypad, callers simply speak the name of the person or department they want to reach. Enterprises will immediately experience fewer callers on hold and higher call completion rates, allowing better customer service through rapid responsiveness. The system includes a voice dialing capability that allows internal callers to place outbound calls by saying a name from a personal address book or company directory. This eliminates the necessity for internal directory services, minimizes the time employees spend searching for phone numbers, and lowers costs by reducing the need for calls from outside a corporate telephony network.

"Auto Attendants in the past were single-purpose, proprietary systems that locked the enterprise into a single-vendor product. The new product from speechvantage and VoiceGenie is based on open standards and is inherently expandable. The VoiceGenie Gateway can run any VoiceXML-compliant applications, and the Auto Attendant is the first in a series of VoiceXML applications speechvantage plans to introduce to lower cost and increase productivity across the enterprise," stated Jack Roken, Executive Vice President of Sales at speechvantage Corporation.

"VoiceXML is bringing to telephony what open standards have brought to the Web - innovative, pre-packaged solutions that deliver more value at a lower cost than the proprietary systems they are replacing. Our GenieVantage solution delivers on this promise with a complete system at an unprecedented price," said Eric Jackson, VoiceGenie's Vice President of Strategy & Business Development.

The GenieVantage value package is available immediately and can be combined with a full range of complementary services including e-mail readback for Microsoft Exchange and Lotus Notes, financing, disaster recovery, and on-site service and maintenance plans.

Pricing

VoiceGenie and speechvantage are offering introductory pricing for a limited time: An entry-level configuration for 4 ports is US \$37,500, and can be leased for less than US \$1,000 per month.

About VoiceGenie:

VoiceGenie is the worldwide leader in VoiceXML Gateways, Development Environments, and Tools. Each day, deployed VoiceGenie infrastructure answers over one million calls. The VoiceGenie VoiceXML Gateway -- first to offer 100% VoiceXML 1.0 and 2.0 compliance and first with support for multiple speech- and text-to-speech engines -- allows any phone to access Voice Web applications developed using VoiceXML. VoiceGenie's customers and partners comprise many leading organizations, including AT&T, France Telecom, SAP, Lucent, Intel, SpeechWorks, Nuance, Oracle, Eli Lilly, and more. VoiceGenie's Gateway was ranked #1 hosted VoiceXML Gateway by CT Labs, and given the 2001 Innovation Award by TMC Labs. For more information, please visit www.voicegenie.com.

About speechvantage:

speechvantage, a leading speech recognition solutions provider, is redefining the way the world communicates over the phone. By using everyday language to carry out day-to-day business transactions, speechvantage works with enterprises to quickly define, develop, and deploy speech recognition and text-to-speech solutions that provide an attractive return on investment. speechvantage's applications are endless, the results are similar: reduced operational costs, enhanced customer service and cutting-edge market expansion through the usage of new, complementary phone-based alternatives to existing e-business systems. For more information, please visit www.speechvantage.com.

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