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COMPANY CONTACT:

Robert Matlack
Vice President, Sales
215-369-9900
bob@speechvantage.com

MEDIA CONTACT:

Jennifer Zoga
Zer0 to 5ive
610-225-8452
jzoga@zer0to5ive.com

speech**vantage** and Day-Timers Raise Service Levels with
Innovative Speech-Enabled Call Center Solution

*Day-Timers hits the one million customer call mark using speech**vantage**'s
Interactive Voice Response (IVR) System*

HORSHAM, PA, February 6, 2003 – speech**vantage**, Inc., a leading open systems packaged and custom speech applications and services provider, and Day-Timers, a leading provider of time management and organizational solutions, today announced the measurable success of speech**vantage**'s customer-centric IVR system, a vital component of Day-Timers' phone-order business. Since its deployment in 2001, more than one million customer calls have been handled by the IVR, representing an overwhelming acceptance rate and heightened level of service at Day-Timers.

speech**vantage** developed the customized solution with the goal of enhancing Day-Timers' customer service by automating its order-taking system that is available 24 hours a day, seven days a week. With voice activated IVR, the majority of all incoming calls are answered in less than five seconds, resulting in total order time taking slightly more than three minutes. speech**vantage**'s speech interfaced IVR system clearly offers an exceptional level of accessibility and ease of use, as well as substantial cost-savings for the company. Customers still have the option of speaking with a live call representative and enjoy an enhanced caller experience, while Day-Timers experiences improved telephony and labor efficiencies within the contact center.

"Because of the tremendous impact the speech enabled IVR system has made on our business, we have strengthened our commitment to using speech recognition technology by deploying a new phase of the application -- an order status feature," said Steve Addy of Day-Timers. "This easy-to-use feature allows busy customers to check the status of their order and access tracking information anytime, anywhere."

Implementing speech**vantage**'s new order tracking feature further bolsters Day-Timers' ability to handle more than one million phone calls a year, especially during the hectic winter months. Customers no longer have to waste time being placed on hold or wonder about the status of their accounts. In addition, the IVR system delivers over 97 percent accuracy, a feature that is of paramount importance to Day-Timers' time-sensitive, customer-focused businesses.

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Chetan Patel, Chief Executive Officer of **speechvantage**, said, "Voice recognition technology creates a first-rate customer experience, enabling callers to access critical information quickly and easily. The fact that our IVR solution successfully handled one million calls proves that speech solutions are an optimal customer interface that can meet even the toughest business challenges."

speechvantage is committed to providing quality voice recognition solutions that align business goals with speech technology. In addition to creating customized applications like the IVR, the company offers a dozen out-of-the-box speech enabled products that can be leveraged against multiple protocols and successfully applied in a range of industries.

About Day-Timers, Inc.

Day-Timers, Inc., a leading provider of time management and organizational solutions, offers more than 100 paper-based systems and computer products for business, school, and home use. Day-Timer products are available through select retailers, office supply dealers, the Day-Timer catalog, and the Day-Timer webstore, www.daytimer.com. Day-Timers is part of ACCO North America, which is an operating company within the Home and Office group of Fortune Brands, Inc. (NYSE-FO), the international consumer products company.

About speechvantage

speechvantage is a leading open systems packaged and custom speech applications and services provider that works with global enterprises to define, develop and deploy speech recognition and text-to-speech solutions that reduce operational costs, enhance customer service and provide a measurable return on investment. The company's flagship product, the OLIVE Suite of business applications, provides a speech-enabled auto attendant, a voice-activated emergency contact list, a speech-enabled password reset system, a voice-activated dialing system and voice-activated Outlook & Lotus Notes and can be easily customized to improve customer service and reduce operational expenses. Based in Horsham, PA, **speechvantage** has assembled a network of partners and customers including SpeechWorks (NASDAQ: SPWX), Nuance, Avaya (NYSE: AV), BBN, Ann Taylor (NYSE: ANN), GlaxoSmithKline, HIP, Mellon Financial Corp., University of Pennsylvania and Bank of Nova Scotia (NYSE: BNS). For more information: visit www.speechvantage.com or call 215-369-9900.

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