



VoiceXML Forum Member Testimonials



"Avaya customers are adopting communications solutions that allow them to leverage existing investments while effectively deploying open standards based services using VoiceXML and IP telephony. Avaya is a proven leader in the development of VoiceXML compliant solutions and our customers are realizing the business benefits of VoiceXML applications today. We expect to see VoiceXML adoption accelerate as the VoiceXML Forum and member industry leaders demonstrate how its use in self-service applications can improve time to market, increase customer value, and accelerate business productivity." - **Jim Smith, VP of Product Management**

Avaya (www.avaya.com) is a global leader in communication systems, applications and services. We design, build, deploy and manage communications solutions for enterprises. Customers range from small businesses and nonprofit agencies up to more than 90% of the companies in the FORTUNE 500, and the U.S. government. They all rely on Avaya for reliable, secure networks that facilitate customer relationships, enhance productivity and maximize profitability.



"BeVocal views VoiceXML 2.0 as the standard that provides a complete solution for developing sophisticated voice applications. VoiceXML's embrace of the web model, and XML ensures that the same expertise and technology used to build Web applications applies directly to building voice applications. Our hosting customers and our developers on BeVocal Café have seen the benefits of VoiceXML through faster time to market, cost reductions, and improved customer experience compared to existing IVR-based solutions." - **Steve Tran, VP of Marketing and Business Development**

BeVocal (www.bevocal.com) is a premier provider of managed call automation solutions that provide pleasing and effective caller experiences, with a business model that is built on the success of the customer. BeVocal's solutions increase revenues, reduce operating costs and improve customer service levels. Leading companies in a variety of industries have deployed BeVocal's application and hosting solutions to deliver a wealth of voice-enabled services to their customers. BeVocal's customers and partners also build high quality voice-enabled applications with the BeVocal Café (<http://cafe.bevocal.com>), ranked as the industry's top VoiceXML development environment, and host these applications on BeVocal's proven, carrier-grade VoiceXML hosting platform.



"We are encouraged by the recent developments surrounding the VoiceXML 2.0 specification. Because we recognize the huge benefits for our customers and for the entire voice services community, Comverse is committed to driving the development of VoiceXML standards for voice and multimodal applications. We are pleased to offer our continued participation on the VoiceXML Forum's Conformance Committee." - **Christopher Cyr, General Manager, Comverse Voice Solutions**

Comverse, Inc. (www.comverse.com) is the leading provider of software and systems that enable multimedia value added services in wireless and wireline networks. Comverse has nearly two decades of experience helping service providers achieve their business goals through the deployment of enhanced telecommunication services. Over 400 wireline and wireless network operators in more than 100 countries around the world rely on expertly crafted Comverse service solutions to reinforce brand identity, strengthen customer loyalty, and increase the average revenue per user. Comverse is a unit of Comverse Technology, Inc.-a publicly held company traded as CMVT on the NASDAQ stock exchange. Comverse's mission is to be the first choice of telecommunication service providers for solutions that enhance the Total Communication experience.

VoiceXML Forum

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"Convedia strongly believes in the value of VoiceXML in simplifying development and rollout of voice services, and is proud to offer VoiceXML support in its award winning line of IP media servers. By allowing the separation of services from generic media processing, VoiceXML lets developers easily create new services without needing to be experts in network technologies. Convedia salutes the VoiceXML Forum for its pivotal role in promoting the revolutionary technology that is VoiceXML." - **Mr. Garland Sharratt, VP of Business Development and Chief Architect, Convedia Corporation**

Convedia Corporation (www.convedia.com) is a leading supplier of next-generation, softswitch-compliant media servers that enable telecommunication service providers to reduce service delivery costs and increase revenues through new approaches to enhanced services. Convedia's award winning family of products includes the CMS-6000 Media Server, a carrier class media server capable of scaling to 18,000 ports per shelf, and the CMS-1000 Media Server, a low-cost, entry-level media server. Convedia is headquartered in Vancouver, British Columbia, Canada, and financed by leading venture capitalists. For additional information about Convedia, its products or the role of media servers in Softswitch, Packet Cable or 3G wireless architectures, visit www.convedia.com.



"Convergys delivers on the portability promise of VoiceXML with a platform-independent service creation environment that underpins the Convergys hosted speech platform, SpeechPort?. Enterprises demand VoiceXML standards-based tools to build, deploy and manage their speech applications and gain the advantage of leveraging a hosted platform for delivery. These Convergys capabilities reduce development time substantially and bring new applications to market much faster at a lower cost, therein fueling the market for speech deployments." - **Steve Bittner, VP Technology, Convergys Corporation**

Convergys (www.convergys.com) is in the business of taking care of customers. Your customers. We're the global leader in integrated billing and customer care services, and employee care services. With Convergys' help, your company can gain a deeper understanding of each of your customers, how to serve them better and more knowledgeably, how to process payments faster, and how to make each transaction more profitable. Convergys serves top companies in communications, financial services, technology, employee care and other industries in more than 40 countries. Supported by our fully integrated, multi-channel customer contact centers and state-of-the-art data centers, our solutions offer a "high-tech, human-touch" approach that couples highly skilled customer service representatives with advanced customer and information management technologies. Convergys offers a variety of engagement approaches, from licensing and traditional transaction outsourcing to highly valued Business Process Outsourcing centered around our three core services of billing, customer care and employee care.



"EDS is the leading global information technology (IT) services company. We provide the right strategies, solutions, services and products to help our clients succeed in the digital economy. Speech technology and the VoiceXML standard allow us to enable our clients even more ubiquitous access. We are pleased to influence the VoiceXML direction, through our participation on the VoiceXML Forum." - **Robb R. Rasmussen, President, Business Acceleration Services, EDS, Solutions Consulting**

EDS (www.eds.com), the leading global services company, provides strategy, implementation, business transformation and operational solutions for clients managing the business and technology complexities of the digital economy. EDS brings together the world's best technologies to address critical client business imperatives. It helps clients eliminate boundaries, collaborate in new ways, establish their customers' trust and continuously seek improvement. Founded in 1962 as Electronic Data Systems, EDS is the leading global information technology (IT) services company. EDS helps clients manage the business and technology complexities of today's digital economy – by supporting more than 3.3 million desktops worldwide, managing about 50,000 servers, and providing Web hosting for about 900 clients worldwide.



“Open standards such as VoiceXML are critical to the widespread adoption of interactive media solutions, especially speech technology. The VoiceXML Forum effectively promotes awareness of VoiceXML both as a technology and as a business enabler, is an authoritative source for VoiceXML information and is now driving innovative education and certification programs for both application developers and platform vendors. HP fully supports VoiceXML in its telecom products: our OpenCall Media Platform product is the most complete and mature VoiceXML platform for service provider.” - **Dr. Scott McGlashan, Chief Technologist, Interactive Media Products, Hewlett-Packard**

HP (www.hp.com) delivers vital technology for business and life. The company's solutions span IT infrastructure, personal computing and access devices, global services and imaging and printing for consumers, enterprises and small and medium business. In the telecom sector, HP OpenCall software suite has over 3,600 installations in over 100 countries, and includes the world's leading SS7 software stack as well as the No. 1 software for managing service control points and SMS centers. For the last four quarters, HP revenue totaled \$70.4 billion. More information about HP is available at <http://www.hp.com/communications/opencall/>.



“As a Promoter and voting member of the VoiceXML Forum and member of the W3C Voice Browser Working Group, HeyAnita is committed to delivering open-standards based enhanced communications and voice software solutions to wireless and landline service providers. Standards such as the VoiceXML 2.0 specification allow us to deliver on this commitment with powerful yet flexible voice solutions such as our fully integrated Voice Manager™ suite of personal information management and enhanced communication applications.” - **Sanjeev Kuwadekar, CEO, HeyAnita Inc.**

HeyAnita Inc. (www.heyanita.com) is the leading provider of enhanced-communication and voice software solutions to the global telecommunications industry. HeyAnita's flexible, standards-based offering includes a broad range of award-winning applications, the FreeSpeech™ Gateway Server — a carrier-grade media server comprised of the FreeSpeech™ Platform, FreeSpeech™ Voice Browser and FreeSpeech™ OA&M suite — as well as hosting and professional services. These solutions enable operators to provide compelling, user-friendly enhanced services to consumers, enterprise customers and call centers while driving network utilization, reducing costs and creating new revenue streams.



“VoiceXML, which has been key in the growth of speech applications by providing a standards-based framework, allows customers to deploy applications today that leverage existing development skills and resources. Because it allows speech deployments to be built over a standard web-application infrastructure, VoiceXML also provides a clear upgrade path as applications grow - unlike closed, proprietary languages. Now, with the help of the VoiceXML Forum, IBM and the industry are taking the next step with XHTML+Voice (X+V), which enables multimodal interaction. VoiceXML forms the foundation for IBM's voice middleware, including WebSphere Voice Server and WebSphere Voice Application Access. By committing to open standards, we provide a clear path to future upgrades that leverage existing skills, allowing enterprises to extend their infrastructure. This commitment, and the Forum's work, is driving us toward the next phase of speech interaction and in the near future, multimodality. - **Igor Jablov, Program Director, IBM Pervasive Computing**

IBM (www.ibm.com/pvc/) is the world's largest information technology company, with 80 years of leadership in helping businesses innovate. Drawing on resources from across IBM and key Business Partners, IBM offers a wide range of services, solutions and technologies that enable customers, large and small, to take full advantage of the new era of e-business.”



"As a leading player in speech technologies and voice platforms, Loquendo believes that VoiceXML 2.0 and related specifications are an essential step forward in promoting the speech application market. Indeed, it will boost the speech market, by enabling service providers, content creators, operators and voice portals to deliver a much richer user experience. Loquendo high-quality, high-performance technologies and platforms power over 2,000,000 calls every day in the telecommunications and enterprise markets throughout the world and guarantee solutions in 15 languages. Loquendo is very pleased to contribute to the development of VoiceXML and will continue to give a strong support to W3C and VoiceXML Forum activities." - **Daniele Sereno, Vice President Product Engineering, Loquendo**

Loquendo (www.loquendo.com) with over 30 years R&D expertise is at the forefront of the global speech technologies market. Its high-quality, high-performance technologies (Loquendo TTS, Loquendo Embedded TTS, Loquendo ASR, Loquendo Speech Server, Loquendo Speaker Verification) and platforms guarantee systems integrators the best solutions in 15 languages - with more coming soon. From its headquarters in Turin, Italy, Loquendo deploys technologies that power over 2,000,000 calls every day in the telecommunications and enterprise markets throughout the world.



"Mediaford is making pioneering advances in communication solutions for everyone to access the Internet at anytime, anywhere with voice." - **syJung, senior engineer, Mediaford Inc.**

Mediaford Inc. (www.mediaford.co.kr) is making pioneering advances in communication solutions for everyone to access Internet at anytime, anywhere with voice.



"As a founding member of the VoiceXML Forum, and a key technical contributor to the W3C's recently announced VoiceXML 2.0 Candidate Recommendation, Motorola is excited by the strong interest in and adoption of VoiceXML within the industry. As the role of VoiceXML broadens into the developing multimodal ecosystem, we strongly endorse the many ongoing initiatives and activities taking place within the VoiceXML Forum. Motorola fully backs the W3C's work to produce a multimodal standard and is extremely pleased to endorse the proposed X+V multimodal markup standard -- an elegant combination of two successful W3C standards: XHTML and VoiceXML." - **Mark Randolph, Fellow of the Technical Staff and Director of the Mobile Platforms and Service Laboratory, Motorola, Inc.**

Motorola, Inc. (www.motorola.com) (NYSE:MOT) is a global leader in wireless, automotive and broadband communications. Sales in 2002 were \$27.3 billion. Motorola is a global corporate citizen dedicated to ethical business practices and pioneering important technologies that make things smarter and life better for people, honored traditions that began when the company was founded 75 years ago this year.



"Phonologies is committed to help businesses take advantage of the voice technologies to better serve their customers. We provide customized voice browsers for easy migration from legacy systems. Our VoiceXML and SIP based self service platforms can serve from a small travel agency to a distributed call center. Our innovative licensing schemes make these technologies affordable for even SME markets." - **Rajkiran Talusani, CEO, Phonologies (India) Pvt. Ltd.**

Phonologies (India) Private Limited (www.phonologies.com) was founded in July 2001 with a vision "to constantly provide VOICE to the next generation of TECHNOLOGY breakthroughs". Phonologies develops and markets Core Voice Technologies based on VoiceXML and SIP and customized voice application solutions for Call Centers, Information Centers, Telcos, ISPs and Enterprises to provide enhanced 24/7 self-service applications. Phonologies' flagship product InterpreXer 2.0, a 100% VoiceXML 2.0 Compliant Voice Browser which supports distributed Speech Recognition, Text-to-Speech and IP based communication components. Phonologies has a strategic alliance with the Indian Institute of Technology, Mumbai to carry out research and development. An incubation unit has been set up at the Kanwal Rekhi School of Information at IIT Campus.



"Simitel is the leading voice ASP in Mexico. In 2001, the company embraced VoiceXML for the development of speech driven services. Our platform is architected around our proprietary VoiceXML interpreter Si-VOX. We have developed several VoiceXML applications ranging from a Domino's Pizza restaurant locator processing over 90,000 calls per month to a Mexican Spanish e-mail by phone application trialed by Avantel. The seamless integration between VoiceXML and Java has allowed Simitel to interface to exotic back-end systems found in Mexican corporations. VoiceXML is revolutionizing the speech industry and will play a crucial role in bridging the digital divide in Mexico." - **Serge Kruppa, CTO, Simitel**

Simitel (www.simitel.com) is a Mexican company engaged in the development and commercialization of a proprietary voice application service provider platform consisting of automated speech-recognition and text-to-speech-based technologies especially tailored for the region's corporate and carrier/service provider markets. The platform is aimed at enabling reliable, scalable, on-demand solutions focused on the following business opportunities: (i) helping corporations save on customer call processing costs while improving quality of service and (ii) enabling carriers and service providers to increase/enhance their product offering for revenue generation.



"VoiceXML enables sophisticated informational/support applications as well as transactional applications built with the TuVox CVR system to be deployed simultaneously on multiple vendors VXML platforms. This provides TuVox and our customers unprecedented flexibility by allowing us to easily migrate solutions from hosted to premise models. TuVox CVR is also able to add value to existing

VXML platforms the customer may already have acquired. We continue to see strong interest in and adoption of VoiceXML based solutions such as TuVox CVR applications." - **Steven S. Pollock, Executive Vice President & Co-Founder, TuVox**

TuVox (www.tuvox.com) TuVox is in the business of building superior speech systems that get information to your customers in a fast, usable and cost-effective manner. TuVox was founded in 2000 with the mission to push forward the frontier of speech recognition in the call center. We've built solutions for creating highly interactive natural-language systems that can cost-effectively automate a broad variety of calls. As part of a customer relationship management (CRM) system, TuVox enables customers to automate level one technical support calls, and integrate automation with live agents. The TuVox Conversational Voice Response (CVR) System consists of a platform and application modules that use innovative new ways to create automated dialogues with callers. The automated dialogues can be fully integrated with live agents, providing an ideal mix. TuVox technology drives down the costs of developing, testing, and maintaining speech applications in ways that will save you money through lower call center costs while saving your customer's sanity by eliminating those pesky 'pound' and 'star' keys for good.



"VocaLabs' research has shown that customer-centric service improves customer loyalty and contributes directly to the bottom line. Customer service should be built around the needs of the caller, not the needs of the company. We quantify the impact and measure the effect of customer service to build more profitable relationships." - **Peter U. Leppik, CEO, Vocal Laboratories, Inc.**

Vocal Laboratories, Inc. (www.vocalabs.com) provides cost-effective caller satisfaction and usability data for customer service operations. Our customers include enterprises, call center consultants, and equipment vendors. We have the unique ability to evaluate a service at any stage of development, from prototype to live in the field. The results of our surveys can be used to directly improve the caller experience, increase customer loyalty, and dramatically improve the ROI for automated services. Only VocaLabs provides a cost-effective way to gather information from enough real callers to provide meaningful satisfaction data, even on pre-launch services.



"The voice industry is migrating from expensive proprietary solutions to open and flexible best-of-breed solutions. Customers have been demanding this for years, and VoiceXML is delivering this today," says Jeff Haynie, Vocalocity's CTO. "VoiceXML lets companies like Vocalocity provide core voice platform software

that is easy for OEM customers to integrate and extend. By concentrating on a single solution layer, we can lower the cost of the platform layer, increase functionality, and enable our customers to focus their resources on activities that differentiate themselves from their competitors.” - **Jeff Haynie, CTO, Vocalocity**

Vocalocity's (www.vocalocity.net) voice software simplifies and accelerates the deployment of voice applications for system manufacturers, hosting providers and software companies. These customers look to Vocalocity to provide key voice infrastructure components at a lower cost with higher functionality than can be found anywhere else in the market. Vocalocity's intuitive interface streamlines installation, management and monitoring of voice applications including customer self-service, remote workforce management, and transaction processing.



“There is clear, industry-wide momentum behind VoiceXML 2.0 as the dominant language for deploying open-standards voice applications. Each day, millions of calls around the world are answered by VoiceXML-based infrastructure and we expect this adoption to continue. The trend away from legacy, proprietary-based IVR systems speaks volumes to the value that VoiceXML applications deliver to an enterprise environment.” – **Cheryl Alden, Marketing Director, VoiceGenie Technologies Inc.**

VoiceGenie (www.voicegenie.com) 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 recognition and text-to-speech engines – allows any phone to access Voice Web applications. It was ranked # 1 hosted VoiceXML Gateway by CT Labs, and given the 2002 Product of the Year award by TMC. More than 2000 companies are using VoiceGenie's Gateway solutions worldwide, including AT&T, AIG, Continental Airlines, Eli Lilly, France Telecom, Merck, Mobilkom Austria, Orange, SBC Technology, Verizon, Vesta, Wildfire, and many more.



“VoxSurf was the first company to realize the importance of the VoiceXML standard in the mobile messaging marketplace and in particular its role in Next Generation Voicemail and in general the future success of IP based messaging services - we are a market leader in the implementation of open speech technology in the field of messaging.” - **Andy Munarriz, CEO & Co-founder, VoxSurf**

VoxSurf (www.voxsurf.com) is focused on the delivery of modular communications solutions to Communications Service Providers such as Mobile and Fixed Line Operators, MVNOs and Business ISPs. Our Next Generation Voicemail and MobileMail products are a perfect fit for their target customer base and the MobileOffice product allows the Service Provider to offer their enterprise customers a service that will provide mobile access to their corporate email, voicemail, calendar, tasks, and contact list.



“Weblicon has standardized on VoiceXML for voice-enabling our Personal Information Management (PIM) system, because VoiceXML was the only standard that provided true cross-vendor compatibility and advanced functionality. We have developed voice access with one voice browser vendor and could easily switch to another vendor later without any disruption. Interoperability is key for success. VoiceXML provides that.” - **Carsten Brinkschulte, CEO, Weblicon Technologies AG**

Weblicon Technologies AG (www.weblicon.net) develops and licenses highly scalable Personal Information Management (PIM), Messaging and Synchronization software for telecommunication companies, portals and Internet service providers. The Weblicon products are based on industry standards such as VoiceXML, IMAP, LDAP and SyncML and provide true interoperability in a multi-vendor environment within the complex network infrastructure of a telecommunication company or Internet service provider.