

Voice Web launches first Greek voice portal

Submitted by: Gray Associates

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Stockholm, Sweden, 8th June 2001. Envoy, a leading developer of WinNT and Win2000 communications platforms and development software, announces today that its Envoy 4.0 communications development software has been selected –and is now being deployed – by VoiceWeb, S.A., a voice portal service provider based in Athens, Greece.

Officially launched to the public in May 2001, the VoiceWeb portal is the first Greek language voice portal service – and one of the first to be deployed in Europe. Thousands of Athenians have already used a beta version of the system which has been accessible since March 2001 on the phone number +30 (0)1 -810-8000.

The VoiceWeb voice portal platform also makes use of Dialogic D/600SC-2E1 and D/300SC-E1 ISDN Voice Processing + E1 boards from Intel and Philips' SpeechPearl speech recognition software.

By simply dialing into the portal using a local (or toll-free) number and using a standard phone or cellphone, callers can access Internet information by voice. Once connected to the service, callers are provided with interactive voice response (IVR) style voice menus and asked to select the service they want by speaking their choice. The voice portal's speech technology understands these spoken commands, accesses the service required and then provides an immediate answer in Greek.

Information provided via the VoiceWeb voice portal includes:

- movie and theatre showtimes
- horoscopes
- news
- weather reports, and
- plane and ferry schedules.

In addition to purely informational services, voice portal users can also listen to their email via the phone, send a voice message to a friend or colleague, or make business transactions (such as purchasing products and services).

Additional services soon to be added include: stock quotes, lottery/betting results, traffic conditions, personal announcements and many others.

Targeting the corporate market

In addition to the consumer section of its voice portal, VoiceWeb, S.A. is also targeting Greek companies that are interested in increasing the reach of their Web sites and the functionality of their call centres.

Through its B2B department, VoiceWeb has already started building voice pages for companies interested in offering an additional 24-hour, reliable, fully automated channel of communication to their customers.

Through their voice pages, companies will soon be able to service their customers more efficiently while at the same time reducing the total cost of customer service.

A rosy future

A recent research report by Datacomm Research entitled "Voice of the Internet: Opportunities for Voice Portals and Voice ASPs", estimates the number of voice portal users worldwide will reach 2 billion in the next five years.

A similar report by Allied Business Intelligence (ABI) entitled "Voice Recognition Systems" estimates the v-commerce market will reach \$50 billion by 2005.

About VoiceWeb

VoiceWeb, S.A. was founded by Dr. Nikos T. Patsis, C.E.O., Dr. Damianos Chatziantoniou, C.T.O., and Nicholas J. Patsis, C.O.O..

Nikos T. Patsis holds a Ph.D. in Operations Research from Harvard University. Prior to founding VoiceWeb, S.A. he has been Director of Risk Management for Nexus Capital Limited, a multi-billion dollar global macro hedge fund based in Bermuda and Chief Operating Officer and Director of Quantitative Analysis for Fletcher Asset Management, a private placement fund in New York. Damianos Chatziantoniou holds a Ph.D. from Columbia University in Computer Science. He is a founder and senior manager of Panakea Software, a technology firm based in New York, offering specialized data mining services. He is also a visiting professor at the Athens University of Business and Economics.

Nikolaos J. Patsis, holds a Master's Degree in Engineering Project Management from Columbia University's School of Engineering & Applied Science. Prior to VoiceWeb S.A., he has been Project Control Manager for O'Brien Kreitzberg, Inc., the leading pure construction project management firm in the US, for the last five years.

VoiceWeb, S.A. has already received seed financing and services (including office space, infrastructure, accounting and other technology and management consulting services) by InQLab, an incubator, in exchange for a minority equity holding.

Envox Corporate Profile

Envox Group is an international software company headquartered in Stockholm. The company provides an open Windows2000-based platform for the development of communications solutions. Envox Group has built a

global network of partners including system integrators, OEMs, VARs and ASPs. Envov's development platform enables the company's partners to develop a single integrated solution to all communication needs within both the public network and enterprises. Possible solutions created on the Envov platform include: Contact and Call Centers, PBXs, unified messaging systems, voice portals and e-commerce solutions.

The Envov platform supports a vast number of communications standards within the web, telephony, e-mail and datacom fields including WAP, SS7, ATM, X.25, IMAP4 and XML. For a complete list of supported standards, please check out Envov product information on www.envov.com. New standards are continuously being added to the platform as they become established on the market. The platform enables fast integration of an end user's existing infrastructure with their choice of new hardware or software from third party suppliers.

Envov offers its partners free platform testing and gives free support and training during this evaluation phase. Its business model is based on software license fees, which Envov charges when solutions are commercially deployed by the customer.

Envov was founded in 1994 with its first product launched internationally in 1997. The company's communications development platform was conceived by Denis Kotlar, the company's CTO. The other entrepreneur behind Envov is Henrik Thomé, President and CEO.

Envov's Vision is "Anything or Anyone communicating with Anything or Anyone in Any way". It expresses the company's ambition to contribute to a world of limitless communications possibilities.

Envov headquarters and European office is located in Stockholm and regional offices are located in Boston (North America) and Singapore (Asia). Envov Group has Partners in more than 40 countries worldwide. The company is owned by its founders and by investors such as Intel Communications Fund, board members and employees.

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<http://www.envox.com>

