

AIB, eircom and Dixons to Present at Forthcoming SpeechStorm and Genesys Seminar

Submitted by: Sarum PR
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Guinness Storehouse, Dublin to host this latest seminar exploring the Intelligent Customer Front Door; today's hot-topic in customer service -

Dublin, Ireland – January 26th , 2009 – SpeechStorm, (www.speechstorm.com), Ireland's largest supplier of phone self-service solutions and a division of Kainos, has today announced a new seminar running in partnership with Genesys, the world's premier provider of contact centre solutions, entitled 'Customer Service is Everything' to run at the Guinness Storehouse in Dublin on Tuesday 24th of February.

AIB, eircom and Dixons Store Group International (DSGI) are confirmed speakers at the event which will explore how companies can offer their customers an Intelligent Customer Front Door (iCFD) for their business.

This seminar follows the format of an already successful series of webinars and road shows on the iCFD run by Genesys and SpeechStorm in the second half of 2008 in the UK.

Dixons, recently shortlisted for the European Call Centre awards, will be discussing how they have improved the handling of over 56,000 monthly calls and increased sales productivity by ensuring all calls are routed to the appropriate agents. eircom's head of consumer customer experience will present how they were successfully able to measure customer feedback through a speech-enabled outbound survey product.

Finally AIB, recent winner of the prestigious Inspired IT Award, will present its award winning deployment of the SpeechStorm Operator which provided its relationship managed customers with an easy to use speech service enabling them to be routed straight through to their relationship manager. The project is regarded as one of the most innovative, ground-breaking approaches to managing customer contact in the Irish Financial Services sector.

To register for the event, which also features a variety of presentations covering topics such as voice biometrics, speech recognition, visual IVR and proactive contact from SpeechStorm and Genesys, please visit <http://www.speechstorm.com/eventdetails.aspx?id=906>

The event begins at 09:15, includes a seated lunch and concludes at 2:00 with an optional tour of the Guinness Storehouse; Ireland's No. 1 international visitor attraction.

About SpeechStorm

SpeechStorm specialises in self-service solutions that manage customer interactions over the phone.

The SpeechStorm portfolio provides a combination of best-fit solutions that give customers the service they want; whether touchtone, SMS, Video or Voice. SpeechStorm transforms the simple phone into a rich interactive tool for accessing content, finding information and interacting with an organisation to

fulfil customer requests and optimise customer care goals.

Organisations including Dixons Stores Group International (DSGI), SITA Suez, eircom, Northern Ireland Electricity and Comet rely on SpeechStorm solutions to underpin their business performance and improve the overall customer experience.

Backed by a professional services capability of more than 250 consultants, SpeechStorm is part of Kainos, a leading IT consulting and Systems Integrator. For over 20 years Kainos has been deploying critical customer interaction solutions giving SpeechStorm distinctive edge over most phone self-service specialists. SpeechStorm has offices in the UK and Ireland.

For more information please visit the corporate website on www.speechstorm.com.

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