



EPOS Corporation



voice-enabled self-service solutions

EPOS Corporation
334-321-3767 (Phone) 334-321-7285 (Fax)
sales@epos.com
www.epos.com

Call Center Automation

Agent Screen Pop
Customer Self-Service
Voice-enabled IVR
Unified Messaging
PBX/ACD
Agent Quality Monitoring
Skills-based Routing
Name/Address Capture
Order Fulfillment
Credit/Debit Card
Acceptance
e-Check Acceptance
Outdial Campaigns

General Business

After Hours Automated
Attendance
Appointment Verification
Information Access
Flight Information
Flight Scheduling
Help Desk
Job Line
Job Screening
Job Postings
Location Inquiry
Mortgage Inquiry
New Tenant Information
On-Line Point of Service
Pensions
Preliminary Sales
Statistics
Product/Service Data
Publication Request
Randomized Study
Disclosure
Real Estate Information
Call Center Automation
Retail Changes
Room Change
Confirmation
Sales and Inventory
Updates
Schedule Bidding
Special Promotions
Ticket Sales
Travel Line
Trouble Reporting
Voice-enabled Directory
Assistance
Warranty Status

Human Resources

Benefits Enrollment
Benefits Inquiries
Benefits Changes
Employment Verification
Employee Data Changes
Employee Surveys
Performance Review
Salary Review
Job Postings/Descriptions
Policy Inquiries
Payroll Inquiries/Changes
Training Schedules
Course Availability
Course Enrollment
Training Registration
Fax Back Information
W-4 Changes
Year-to-Date Tax Data
401 (k) Administration
401 (k) Inquiry
401 (k) Enrollment
401 (k) Service Bureau
Drug Test Results
Reimbursement Account
Information
Sick/Absence Call In
Stock Purchase
Enrollment
Stock Status Inquiry
Stock Transfer
Taxable Wages
Information
Time and Attendance
Unemployment Inquiry
Unemployment
Insurance
Vacation Information
Voluntary Payroll
Deduction
Wholesale/Distribution
Data Collection
Data Validation
Fax on Demand
Fleet Order System
Handheld Terminal Order
Entry
Inventory Control
Inventory Tracking
Office Supply Ordering
Order Receiving/Status
Order Transmission
Shelf Tag Request
Shipment Rate
UPC Code Update

Higher Education

Course Registration
Course Information
Drop/Add Courses
Open Class Search
List Schedules
Grade Reporting
Admissions Information
Admissions Status
Address Change
Financial Aid Inquiry
Financial Aid Status
Billing Inquiries
Tuition/Fees Payment
Campus Activities
Bulletin Boards
Placement Office
Inquiries
Medical Information
Student Surveys/Elections
Ticket Information
Ticket Ordering
Class Rosters
Student Classification
Student Major
Alumni Development
Financial
Account Balance
Account Inquiries
Account Credit
Extension
Account Maintenance
Accounts Payable
Collections
Credit Arrangements
Credit Card Payment
History
Credit Card Verification
Direct Deposit Updates
Dividend Reinvestment
Fee Information/Payment
Funds Transfer
Investor Services
Loan Information/Rates
Online Credit Card
Payment
Phone Billing
PIN Maintenance
Tax Administration
Weekly Payment Inquiry
Investment Rates
Payment Calculations
Business Hours
Special Promotions
Directory of Locations

Utility

Power Outage Detection
Power Outage Reporting
Emergency Notification
Disconnect Notification
Electronic Meter Reading
Energy Facts Phone
Field Office Location
Information
Field Service Scheduling
Conservation Services
Collections
Account Payable Status
Account Inquiry
Bill Payment
Restoration Callback
Restoration Verification
Service Requests
Storm Emergency
Mobilization
Call Center Automation
"Call before you dig"
Programs
Crew Schedule/Re-route
Government
Agency Listings
Agency Information
Benefits Inquiry
Benefits Information
Building Inspection
Bulletin Board
Change Address
Change Record
Child Support Inquiries
Civil Case Record
Continuing
Unemployment Claims
Criminal Case Inquiry
Dependent Verification
Fax Back Information
Income Tax Filings
Income Tax Refund
Inquiries
License Renewals
Parks and Recreation
Information
Permit Scheduling
Inspections Scheduling
Surveys
Tag Requests
Tax Refund Inquiry
Title Registration
Traffic Case Inquiry
Unemployment Initial
Claims
Welfare Information

EPOS Corporation

experience, expertise, service

EPOS is a software developer of *voice-enabled self-service* solutions which are real-time, interactive voice and data automation solutions. EPOS solutions support natural language speech recognition or touch-tone input and integrate with any data source. EPOS' primary solutions include voice-enabled interactive voice response and call center automation.

Our products and services empower organizations to build stronger relationships and deliver information through quality interactions with customers and employees. In addition to premise telephony and data solutions, hosted voice and web Application Service Provider (ASP) solutions are available.

Our *experience* and *expertise* in voice-enabled self-service applications means that your enterprise gets the solution it needs and our record of outstanding *service* means that it will be supported 24/7.

experience

We have been in business for 21 years. For the last 16 years, we have developed and enhanced our self-service software and for the last 11 years speech recognition has been a part of our total solution. In addition, our programmers have hundreds of years of combined experience in developing self-service solutions.

expertise

In our 21 years in business, we have created self-service applications for over 50 different industries. We have 30 full time staff with expertise in the latest voice technologies working in application development. We don't provide you with someone else's application, we have the expertise to create your application from the ground up so that it uniquely meets the requirements of your enterprise. Our project managers have hands-on experience in projects of all sizes and in all markets.

service

Our experience and our expertise translates into best-of-class service. From the software application to the voice and data integration to the hardware, our staff is expertly trained and certified to provide service to the systems we install. Our service group provides 24/7 service and support to thousands of customers and partners worldwide.

With more than 3,000 installations worldwide, EPOS has delivered state-of-the-art solutions for contact centers, utilities, state and local governments, higher education, human resource departments, public school districts, and distributors. EPOS has the experience, the expertise, and the customer service reputation to lead the way in providing self-service solutions.

Finally, according to the 2001 Gartner Dataquest IVR Survey which compares the leading IVR vendors in number of ports and number of systems sold in North American and Canada, EPOS had the largest system sales growth percentage in the industry.

We aren't the largest self-service vendor, but we do have the experience, the expertise and the service reputation to provide your enterprise with a best-of-breed voice-enabled self-service solution.

solutions

voice-enabled self-service solutions



Our total solution approach includes the award-winning FirstLine Encore™ voice-enabled self-service system. FirstLine Encore runs as a service on the Windows 2000 platform and uses industry-standard NMS Communications telephony boards to make the system both reliable and scalable. Chosen by EPOS for its scalability, worldwide protocol support, and extensibility, the NMS Communications voice platform provides best-in-class voice and call processing, fax, switching and the integration of telephony, computer and database systems to enable the rapid, cost-effective deployment of FirstLine Encore.

By leveraging Nuance™ natural language speech recognition (NLSR) technology, FirstLine Encore includes the ability to develop an entire speech-enabled application, including application design, dialog recording, debugging, and fine-tuning on a single, managed, integrated, and easy-to-use platform. Voice-enabled applications can be created to work with payment and database servers, as well as back-end host mainframes and AS/400s. Instead of going through several touch-tone prompts, the customer can simply say what they want, thereby significantly reducing call time.

The voice-enabled FirstLine Encore system is the ideal choice for your contact center. Benefits to the contact center include:

- ⇒ Improved customer service
- ⇒ Lower contact center costs
- ⇒ Revenue generation
- ⇒ Support for a company “persona”
- ⇒ Attractive return-on-investment

NLSR applications include:

- ⇒ Name and address entry/change
- ⇒ Call routing
- ⇒ Business transactions
- ⇒ PIN reset (voice verification)
- ⇒ Account management
- ⇒ Business process automation
- ⇒ Field service
- ⇒ Interactive entertainment

92% of customers judge a company by their experience with the company's contact center

CCDQ, Purdue, 2002

EPOS also offers VoiceRequest™ a complete voice-activated dialing solution for sites with a large number of personnel and phone extensions. With a VoiceRequest system, callers simply say the desired name, and the system automatically connects the call. Shortened wait times equals improved customer service and reduced attendant staffing requirements leads to savings. Hospitals, military bases, government agencies, universities, hotels/resorts and large commercial organizations can benefit from VoiceRequest.

If we can improve customer satisfaction by only one percent, it means \$275,000,000 in revenue to us over the next five years.

Robert LaBant, IBM Corporation

A recent study found that 74% of callers who have used a speech technology application found it to be as good as a live customer service representative.

contact center agent performance enhancement solutions

EPOS offers several solutions for enhancing agent performance in the contact center. Call Center Director™ (CCD) is designed for call centers that wish to improve customer satisfaction and agent efficiency through the use of call routing control, screen pops and case management integration. By removing the need to constantly repeat account related information each time the call is transferred, efficiency and customer satisfaction are improved.

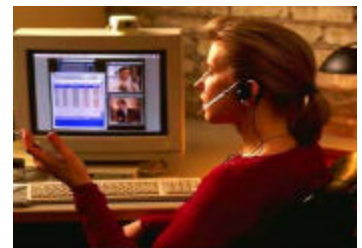
CCD automates call processing, data retrieval, and information distribution - all without input from the agent! Callers provide their reference number (e.g., account number, street number, etc.) either by using their telephone keypad or by speaking to a voice-enabled system and CCD uses the reference number to look up the customer's account details which are then displayed automatically on the agent's screen. CCD provides caller details via ANI and DNIS.

The customer can be served quickly and orders can be placed without the repetitive and time-consuming task of gathering basic customer information!

For contact center performance optimization, EPOS has chosen the integrated eQuality® software and services suite from Witness Systems. eQuality helps enterprises optimize the performance of their contact center in order to provide customers with consistent, high quality service experiences.

eQuality's browser-based enterprise collaboration architecture serves as an integrated, closed-loop performance optimization solution that enables your contact center personnel to record, evaluate, analyze and learn from customer contacts and the touch points they use, including:

- ⇒ Telephone
- ⇒ Email and
- ⇒ Web self-service channels



Since 1998, EPOS has relied on the single-platform software solutions of Interactive Intelligence® to provide enterprises and contact centers effective business communications. Now with a growing suite of products designed for SIP-enabled IP telephony and IP PBX as well as traditional TDM solutions, communications costs can be reduced as well.

Communiqué™ is a complete unified communications solution that offers one-number follow me, call screening, real-time interaction management and other messaging functions, and can scale to hundreds of thousands of users via its powerful architecture and LDAP capabilities.

Enterprise Interaction Center® - Replace traditional PBX phone systems and automate the entire communications process with EIC's call processing, unified messaging (e-mail, voice mail, fax), Web capabilities, auto attendant, presence management, call recording and more. Also fully support workgroups, call centers, multi-site configurations, remote workers and wireless users. With pre-configured single-server "levels" EIC supports from 16 users to thousands.

Customer Interaction Center™ - Designed for call centers with up to 400 agents per site, CIC is a scalable, unified solution with all the functionality to turn your call center into a comprehensive multimedia contact center. In addition to phone calls, faxes and e-mails, CIC is ideal for text chats, Web call-back requests, Voice over IP calls and CRM-based screen pops. CIC also includes skills-based routing and management capabilities for inbound, outbound, or blended interactions.

sales

EPOS sells directly in the United States and Canada both EPOS-developed products and third-party products that enhance our ability to meet the needs of our customers.

EPOS also offers solutions on the EPOS Application Service Provider (ASP) model. The EPOS hosted solution is perfectly suited for payment applications.

EPOS-developed products also are available through Value-Added Resellers, OEMs and software partners. These channels give EPOS a world-wide presence.

company history

Our history dates back to 1977 with the founding of Computer Communications Specialists, Inc. (CCS). EPOS Corporation was founded in 1982 and soon became CCS' exclusive value-added reseller (VAR) responsible for developing and marketing higher education systems. EPOS quickly established its dominance in the higher education market, building a majority market share while CCS focused on government and commercial markets. Both companies became pioneers in the self-service industry, and over the years further developed the product.

In 1999, these two closely tied companies merged when EPOS purchased CCS. EPOS maintains a facility in Atlanta, Georgia. EPOS remains a privately-held Alabama corporation with corporate headquarters in Auburn.

In addition, EPOS became a reseller for Interactive Intelligence, Inc. (I3) in 1998, marketing their all-in-one system for PBX, ACD, IVR, unified messaging, and much more. The addition of the I3 product enables EPOS to provide superior call center solutions in addition to best-of-breed interactive voice and web-enabled self-service solutions.

In 2001, EPOS began offering its award-winning premise-based solution as a hosted solution for those organizations desiring the power of the EPOS systems in a managed and secure atmosphere.



For more information contact:

EPOS Corporation
334-321-3767 (phone)
334-321-7285 (Fax)
sales@epos.com
www.epos.com

Copyright 1988-2003, EPOS Corporation. All Rights Reserved. Confidential and Proprietary materials subject to license. Do not reproduce or distribute. FirstLine Encore, FirstOrder, FirstQuery, EPOS Internet Payment Server, FirstLine ProVoice, OmniLink, FormsExpress, ROAM, PaySelect, and ScriptWrite are trademarks of EPOS Corporation. ScriptExpress is a registered trademark of EPOS Corporation. Registered United States Patent and Trademark Office. All other products mentioned herein are trademarks or registered trademarks of their respective owners. EPOS Corporation does not claim such trademarks as its own.