

Edify to integrate SpeechWorks OpenSpeech Recogniser with Edify vCSR

SpeechWorks OpenSpeech Recogniser understands more than one million words providing efficient, fast and accurate customer service

Edify Corporation, an S1 Company, today announced that it is integrating OpenSpeech Recogniser 1.0, SpeechWorks next-generation speech recognition engine, into the Edify Voice virtual Customer Service Representative (vCSR) product line.

OpenSpeech Recogniser understands more than one million words, well above the industry standard of 80,000 to 100,000 words today. As a result, customers enjoy efficient, fast and accurate service.

It features an open architecture providing fast and easy integration into the Edify Voice vCSR product line. OpenSpeech Recogniser is a standards-based recognition engine, for VoiceXML, with endpointing technology specifically designed to increase accuracy in wireless environments.

Meeting the demands of enterprise customers

Our customers demand speech recognition solutions that are focused on their most important asset their customers.

By integrating SpeechWorks OpenSpeech Recogniser into our vCSR solutions, Edify can now offer customers the most sophisticated speech technology available today.

Matt Carroll
Country Manager, ANZ
Edify

Stuart Patterson, CEO of SpeechWorks said, Edify has demonstrated market leadership in telephone self-service and is moving aggressively into the multi-channel customer relationship management market using SpeechWorks next-generation, natural language speech technology.

By offering an integrated SpeechWorks speech recognition solution, Edify can provide its enterprise customers around the world with the benefits of superior performance and very rapid return on investment.

Advanced telephony technology from NMS Communications will support the new Edify/SpeechWorks product. NMS Communications telephony boards feature high port densities and powerful voice processing abilities, resulting in recognition accuracy.

Bob Schechter, NMS Communications chairman and CEO said, Voice-driven customer service applications are playing an increasing role in business as companies look for more efficient, cost-effective ways to assist customers. NMS is pleased to provide the supporting technology that lets industry leaders Edify and SpeechWorks bring a robust new speech-enabled CRM solution to market.

Edify's vCSR is a patented and award-winning technology that provides a unique ability to develop one-to-one solutions for automated and agent-assisted customer interaction. The system can handle input and output from all channels voice, web, fax, email and wireless and integrates seamlessly with existing desktop and legacy systems.

Edify is a recognised leader in advanced speech recognition systems for enterprise customers worldwide in the financial, retail, travel and service industries. Millions of consumers every month use everyday language, their telephone and the Edify Voice vCSR to obtain information and to complete transactions. It is anticipated that new Edify products with the SpeechWorks OpenSpeech Recogniser will be available for customer delivery during the third quarter of 2001.

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About SpeechWorks

Through the power of SpeechWorks technologies, the human voice is all a caller needs to access instant information and conduct transactions from any landline or wireless phone. Around the world, customer service innovators such as Credit Suisse First Boston, E-Plus, Thrifty Car Rental and

United Airlines are realizing returns on SpeechWorks applications that consistently serve and delight customers 24 hours a day. With over 100 partners, SpeechWorks delivers natural language speech recognition, speaker verification and text-to-speech (TTS) solutions to leading corporations, telecommunications providers and government organizations worldwide. For a description of our products, services and unique customer programs such as the SpeechWorks Here Guarantee, visit .

About NMS Communications

(Formerly Natural MicroSystems) NMS Communications strives to lead in the design, development and distribution of hardware and software for the communications industry's most advanced solutions. Using NMS products and services, the world's leading networking and telecommunications suppliers get their solutions to market faster, and at lower costs. NMS supplies the essential technologies for network-based IP media services, voice Web applications, speech-driven enterprise solutions such as customer relationship management (CRM), and packet voice and broadband access services, including voice over IP (VoIP), voice over DSL (VoDSL) and voice over wireless local loop (VoWLL). NMS Communications: Technology for Tomorrow's Networks Today. www.nmscommunications.com

About Edify Corporation

Edify develops customer interaction solutions for all customer contact channels. Customer contact centres worldwide use Edify's proven, open platform to integrate and manage their customers' natural choice of web, voice, wireless and e-mail communications, strengthening customer relationships and enterprise profitability.

Edify Corporation is headquartered in Santa Clara, California with international offices in London, Sydney and Hong Kong. Edify is a subsidiary of S1 Corporation (NASDAQ: SONE), the pioneer of Internet banking and today's leading provider of innovative Internet-based financial services solutions.

More information about Edify may be obtained by calling 408-982-2000 (USA), +61 2 9238 6862 (Australia), +852 2273-5702 (Hong Kong) or +44 162 885 0222 (Europe, Middle East, Africa) or via the World Wide Web at <http://www.edify.com>

About S1 Corporation

S1 (NASDAQ: SONE), the pioneer of Internet banking, is a leading global provider of innovative eFinance solutions and services that are centred on banking, brokerage and insurance. S1 is enabling financial service providers to create a complete Enterprise eFinance Experience by delivering the tools necessary to meet the evolving demands of their customers across various lines of businesses, market segments and delivery channels. Through its Open eFinance Architecture, S1 offers a broad range of applications that empower financial institutions to increase revenue, strengthen customer relationships and gain competitive advantage. Additionally, through the company's professional services organization, S1 applications can be implemented in-house or hosted in an S1 Data Centre.

Additional information about S1 is available at <http://www.s1.com>.