

# Edifys latest Electronic Workforce 7.2 features new speech recognition and enhanced customer email management capabilities

Electronic Workforce 7.2 lets businesses better manage their customers on- and off-line from touch point to back-office systems.

Edify Corporation, an S1 company (NASDAQ: SONE) and a leading global supplier of end-to-end CRM solutions throughout the enterprise, announced today the release of its enhanced customer interaction management platform Electronic Workforce 7.2.

Electronic Workforce 7.2 features significant upgrades for the automated and assisted management of customer-driven email traffic from the contact centre. It also provides a fully integrated Windows 2000-based interactive voice self-service (IVR) system that allows customers to take advantage of speech-enabled applications from technology partners including SpeechWorks.

Today's market conditions dictate that companies operate as efficiently as possible, said Matt Carroll, country manager, Edify Australia. For most businesses the thought of rip and replace just isn't an option anymore. We are seeing a growing requirement for truly integrated solutions that let businesses better manage their customers on- and off-line from touch point to back-office systems. Multi-channel service solutions, such as those offered by Edify, are addressing these new demands for customer interaction management across all contact points.

Electronic Workforce 7.2 has been engineered to deliver improved enterprise-wide performance, scalability, reliability and ease of deployment. Edify utilises industry standard technology including XML, COM, DCOM and Java, as well as open architecture letting customers leverage existing infrastructure and realise quick returns on investment. Edifys Virtual Customer Service Representative (vCSR) products are available as a unified suite or separate stand-alone components to address specific applications.

## Edify Electronic Workforce 7.2 features

Electronic Workforce 7.2 enables both virtual and agent-assisted, multi-channel vCSR applications. Its features include:

**Edify Assisted Email** augments Edify Auto Response and allows companies to view and choose suggested replies to their customers service requests. Edify Assisted Email gives agents the ability to construct a reply using a customers own unique data. Edifys Response Repository uniquely merges static and dynamic data automatically for the customer service representative. Edify Assisted Email also provides companies with email routing capabilities and full integration into the Edify Enterprise Interaction Centre product suite.

**SpeechWorks Integration** provides enhanced speech recognition capability, allowing customers to use speech recognition technology from leading vendors including Nuance, Vocalis and now SpeechWorks. These vendor integrations enable users to address applications such as Natural Language and Directed Menu Speech Recognition.

**Computer Telephony Integration (CTI) Standalone Component** enables customers to use their own CT desktop applications with Edifys Electronic Workforce platform. Electronic Workforce 7.2 will be used to collect the automatic number identification information and pass it to the customers CTI desktop application. CTI functionality can be purchased as a stand-alone option for interaction management.

Electronic Workforce is the only CRM platform that fully integrates vCSR self- and assisted-service applications, like Edify Enterprise Interaction Centre products, providing support for contact centres and knowledge workers throughout the enterprise. Our unique ability to deliver integrated self- and assisted-service solutions based on Electronic Workforce ensures that our customers can provide the most satisfying and consistent customer services available.

Electronic Workforce 7.2 supports all customer interaction channels, allowing virtual and human agents to seamlessly handle all customer voice and data queries by phone, email, web, or whatever communication media the enterprise wishes to support for its customers. Our broad integration with voice and data back-office systems and rapid application development capabilities provide significant benefits to IT management concerned over the cost and time requirements for implementing CRM projects, said Edifys Matt Carroll.

## 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>.