

TelstraClear launches state of the art customer service powered by VeCommerce

TelstraClear delivers the latest in voice recognition technology

VeCommerce Limited (ASX:VCM), a global leader in the provision of natural language speech recognition (NLSR), speaker verification and voice enabled e-commerce solutions, has announced that TelstraClear officially opened its new high tech contact centre at Kapiti, New Zealand, today, launching its new voice recognition solution developed by VeCommerce. Chris Costley, TelstraClear Head Of Customer Care, says the contact centre was established to implement the very latest in customer service technology and to handle new customer growth. Starting today, customers calling TelstraClear on our main residential customer service number will be greeted by the companys new voice recognition system. The goal is to improve customers service experience by providing innovative, faster and more efficient service, said Costley. VeCommerce has provided a system based on its VeConnect call routing solution that provides a consistent and friendly 'front end' to the company allowing it to accurately and quickly route its callers to the most appropriately skilled resource for assistance, significantly reducing the volume, and expense, of misdirected calls. Paul Magee, VeCommerce Managing Director said, We have a strong relationship driven by the same vision to simply and quickly steer the customer to the correct resource that is best skilled to help them. Our VeConnect application has been deployed for a number of organisations over the last 18 months. Our business will be more responsive to customer needs. Well be able to easily divert and scale up resources to provide customer service across TelstraClears full range of business and residential services depending on what is happening in the marketplace at any given time, says Costley. He emphasised the importance to the customer of getting to the correct service representative the first time, adding that further VeCommerce self- service options, such as account balance enquires, will be available shortly. Costley says the company will also be using the new contact centre to show business customers how they can enhance their customer service and boost their competitiveness. Contact centres are now recognised as critical business assets where a customers loyalty is won or lost, he concluded. TelstraClear employs 150 call centre staff in Auckland, 160 in Christchurch and 32 at Kapiti. TelstraClear and VeCommerce existing contact centre customers include Ministry of Social Development, Inland Revenue, Student Services and Restaurant Brands (Pizza Hut). About VeCommerce the future is hear VeCommerce Limited (ASX:VCM), is a global leader in the provision of natural language speech recognition (NLSR), speaker verification and voice enabled e-commerce solutions. VeCommerces core focus is to provide tailored business solutions, using the latest in communications and speech technologies, that allow callers to complete complicated but routine transactions or inquiries without the need to struggle with frustrating push button menus or having to wait for an available operator to answer their call. VeCommerce clients around the world include: AAPT, Suncorp, Ladbrokes, ASX Perpetual, Pizza Hut, the NSW Motor Accidents Authority, Magna Entertainment Corporation, Westpac, Auckland Co-op Taxis, New Zealands Ministry of Social Development and TABs Australia wide. More information can be found at www.vecommerce.com. About TelstraClear Limited TelstraClear is New Zealands second largest full service communications company, providing innovative market leading products, services and customer focus to the business, government, wholesale and residential sectors. TelstraClear offers real choice in the local and national market and seamless services to trans-Tasman customers and the rest of the world. More information can be found at www.telstraclear.co.nz.

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