

VeCommerce streamlines customer access at AAPT with voice enabled self-service solution

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 signed a contract with Alcatel to supply a voice enabled e-commerce solution to AAPT, a wholly owned subsidiary of Telecom New Zealand. The new system will introduce a friendly and easy-to-use voice enabled self-service solution that will front end AAPT's call centres. This will make it easier for customers to contact AAPT at any time of the day or night. It will also ensure that the organisations customers can be serviced how they want to be either through self-service or by speaking to a customer service agent. Leveraging the unique partnership between Alcatel and Telecom New Zealand, the solution combines VeCommerces application development and systems integration expertise with the Voice Application Platform from Genesys Telecommunications Laboratories, a wholly-owned subsidiary of Alcatel. Andrew Levido, acting CEO Alcatel Australia said, As AAPT's strategic partner, Alcatel works with leading application developers to bring AAPT the most innovative solutions available in the marketplace. VeCommerces cutting-edge applications in the field of voice enabled e-commerce has enabled Alcatel to once again offer a very exciting solution to AAPT. Rhoda Holmes, AAPT General Manager - Customer and Network Services, said, This is an important milestone in the development of AAPT's customer service capabilities. With this new solution, we will be able to further improve our customer service and resolve more customer questions when they first call us. The system will be deployed in the first half of 2004 and is based upon VeConnect, VeCommerces highly successful voice enabled call routing solution. VeConnect was specifically developed to allow an organisation to accurately and quickly route its callers to the most appropriately skilled resource for assistance. Paul Magee, VeCommerce Managing Director, said, We are very pleased to be working with Alcatel in offering a range of voice enabled solutions that will offer real benefit to AAPT and its customers. In addition to VeConnect, we are also deploying VePay, our voice enabled payment solution, along with customer identification elements of our VeSecure solution. The contract led from the completion of detailed application Discovery sessions undertaken at AAPT's main call centres. The proven methodology employed in the Discovery session is part of VeCommerces 4-phase speech lifecycle 4D. It allowed VeCommerce to work with AAPT key stakeholders to rapidly identify target opportunities for automation using speech recognition. Opportunities were identified based on their suitability and business benefit and a recommended approach in the form of a business case and scope of works provided AAPT with a clear way forward. By focussing on the strategic benefits of this technology, AAPT has become well positioned to deliver voice enabled self-service applications as a hosted service to government and enterprise customers, said Holmes. Our voice enabled solutions are deployed globally with great success. I am confident that AAPT, and of course its customers, will enjoy immediate benefits from this streamlined approach to customer care, concluded Magee. About Alcatel Alcatel provides communications solutions to telecommunication carriers, Internet service providers and enterprises for delivery of voice, data and video applications to their customers or to their employees. Alcatel leverages its leading position in fixed and mobile broadband networks, applications and services to bring value to its customers in the framework of a broadband world. With sales of EURO 16.5 billion in 2002, Alcatel operates in more than 130 countries. For more information, visit us on the Internet: <http://www.alcatel.com> About AAPT Established in 1991, AAPT provides a range of voice, mobile, data and Internet services to business, government, wholesale and residential customers throughout Australia, supported by an extensive national voice and data network. AAPT is a member of the Telecom New Zealand group of companies. For more information, visit www.aapt.com.au 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: Suncorp Metway, Ladbrokes, ASX Perpetual, Pizza Hut, Motor Accidents Authority, Magna Entertainment, Auckland Co-op Taxis, the Ministry of Social Development (NZ) and 5 out of 6 TABs Australia wide. More information about VeCommerce can be found by visiting the companys web site at www.vecommerce.com.

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