



Active Voice SPEAK: Frequently Asked Questions

Q1. What is Active Voice SPEAK?

Active Voice SPEAK is a speech-enabled auto-attendant system that incorporates the latest innovations in speech technology. It provides a personalized front-end speech-based interface to greet and route callers, as well as manage internal calls. SPEAK allows subscribers to access their e-mail and calendar with spoken commands. Unlike touch-tone driven menus, SPEAK easily handles complex menu options without forcing callers to listen to a litany of choices, pushing buttons and virtually eliminates dial-by-name and zero-out frustration.

Q2. How does Active Voice SPEAK compare to other speech-enabled auto attendants already on the market?

There are many speech-enabled products currently available. But because of both price and complexity, these products are predominately aimed to serve the needs on the larger enterprise market. There is a real shortage of speech solutions that fit the SMB market when it comes to affordability and easy of deployment. Active Voice SPEAK is the ideal speech-enabled solution for small to medium-sized businesses, we are providing it as a "speech appliance" and there will be no need for complicated installation or maintenance. With this product we are following the same principles that led us to develop our other SMB messaging solutions—focusing on providing an affordable solution with advanced capabilities, while keeping the installation, maintenance, and usage very simple.

Q3. Are there different version of Active Voice SPEAK?

Yes. There are three SPEAK versions, Standard, Pro and Enhanced.

- SPEAK Standard Version includes: 4 Ports (Analog or SIP), 250 Entries/Subscribers, 1 Basic TTS License
- SPEAK Pro Version includes: 4 Ports / Maximum 24 ports (Analog, T1 or SIP), 500 Entries/Subscribers, 1 Enhanced TTS License
- SPEAK Enhanced Version includes: 4 Ports / Maximum 24 ports (Analog, T1 or SIP), 7,500 Entries/Subscribers and 1 Enhanced TTS License

Q4. How is Active Voice able to offer SPEAK at a third of the cost?

The primary reason that Active Voice SPEAK is a fraction of the cost of other comparable auto-attendants (ranging from 30% to 70% of others) is that Active Voice, as well as our development partners (LumenVox, Digium, Dell among others), all saw the opportunity in the SMB market. We all have the same view as to what it takes to penetrate this market—in terms of costs, features, capabilities and ease of use. By working closely with our development partners, we were able to lower the costs significantly and provide the savings to the customers. In addition to the drastic savings in the upfront price, SPEAK does not require professional services or maintenance. This creates even more measurable savings over other products currently on the market.

Q5. Do companies need to replace their existing equipment to implement Active Voice SPEAK?

No. SPEAK works with any telephony, voice and data environment both IP and TDM. Active Voice provides the necessary hardware to integrate with the variety of telephony systems. All the assembly for this takes place in Active Voice's production facility. The customer just receives the final product that is ready to install and integrate.

Q6. How does Active Voice SPEAK support scalability and upgrade needs?

Our target market is small to medium sized business (companies with up to 1,000 employees). Having said that, Active Voice SPEAK is scalable up to 7,500 users. SPEAK systems can also be clustered to satisfy a limitless number of users. For organizations who want to, or need to upgrade from one version of SPEAK to another, can simply upgrade via ActiveCare's Software Service Agreement that is available on each Active Voice SPEAK system.

Q7. What operating system is Active Voice SPEAK built on?

Active Voice SPEAK runs on a Linux OS. But due to the "appliance" nature of this product, there is no need to understand anything in, or about, the operating system. SPEAK systems are assembled and installed in our production facility. The customer simply uses a web-based UI to configure the system. Think of it as a microwave oven or a toaster. Just take it out of the box, plug it in, and turn it on. That's basically it. Users never need to interact with the OS.

Q8. SPEAK is initially available in North America. Will it be available in other countries in the near future?

Active Voice is planning on introducing new additional languages next year that will help make SPEAK available in several regions of the EMEA and APAC markets. Our goal is to be able to provide a solid solution to the NA market today, and then Active Voice will determine the roll-out to other countries.

Q9. Where can I get more information?

For more information on Active Voice and Active Voice SPEAK, please go to the SPEAK page of the Active Voice web site, www.activevoice.com/products/speak, or contact Active Voice Sales Support at sales@activevoice.com.

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