



# voiceREACH

## Harnessing the Power of a Voice and Speech Enabled Technology

Successful communication involves more than just sending a voice message. It's about creating dialog with interactive features to proactively reach out to customers, prospects and other contacts when and where they need to hear from you.

Premiere Global Services' voice platform offers a powerful and highly efficient way to contact thousands of people with individual or broadcast communications. Premiere Global's Voice and Speech enabled technology empowers you to dramatically improve ROI, enhance service levels, boost your response rates and increase agent productivity with a powerful platform capable of sending millions of messages each day. Premiere Global's voice technology offers valuable features to enhance communications programs, including:

### Fast and Easy Message Creation

With both a touch-tone interface and online tools, the voiceREACH platform is quick and easy to use. Users can upload lists and .wav files online or record and send messages over the phone.

### Hot Key Transfer

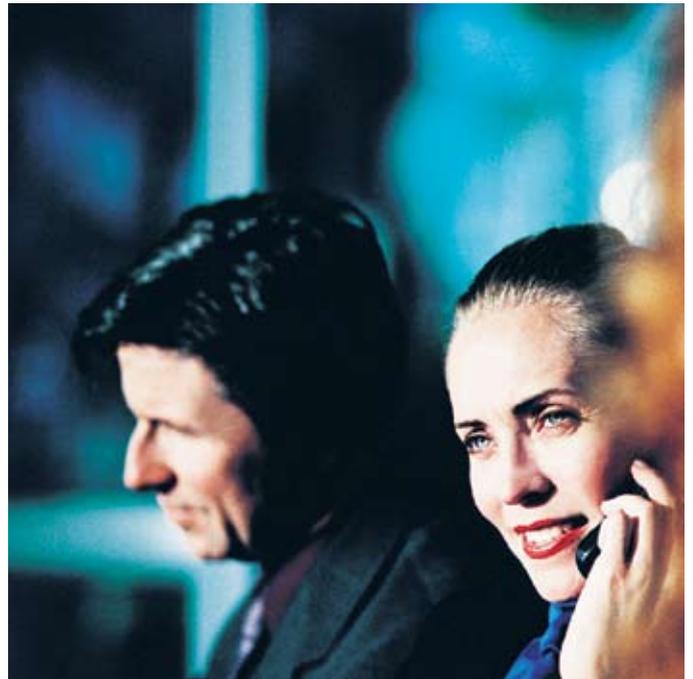
Allow recipients to make payments, ask questions and complete transactions by transferring to a live operator at a regular or toll-free number, or by connecting to applications running on Premiere Global's automated speech interface.

### Text-to-Speech (TTS)

Personalize messages with individual data such as customer names or account numbers. The voiceREACH platform converts text data from your list into speech clips that are inserted into the voice message. Speech Recognition for Data Collection Capture response data using touch tone input or spoken responses to confirm appointments, survey customers and gather important feedback.

### Authentication

Protect valuable and personal information with recipient authentication. You can make sure your message gets to the right contact by requesting a PIN or password before message delivery.



### Compliance Officer Approval

Messages recorded by an employee can be automatically routed to a compliance officer or other manager for approval prior to delivery.

### Call Control

Allows call recipients to fast forward, rewind, pause, adjust volume, or opt out of a call. All call control settings can be managed through a simple Web interface and modified for each job sent.

### Call Management

Effectively manage your call center resources by spacing the delivery of outbound messages and the volume of calls transferred to live call center agents. Schedule only the required number of operators or agents to support a given campaign and save money.



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## Intuitive Answering

With highly accurate answering machine detection capabilities, the voiceREACH platform can deliver messages to either a live person or an answering machine, or both. To maximize delivery rates, record one message for live recipients and a different message for answering machine delivery.

## Professional Voice Talent and Scripting

Enhance the success of your voice transactions by taking advantage of our experienced voiceREACH team. They provide professional scripting services and voice talent to record your message.

## Well-timed Calling Options

Reach your target audience at the right time. Send urgent messages right away or schedule delivery times with automatic adjustment for time zones and blackout periods.

## Applications that Leverage Premiere Global's Voice and Speech Platforms:

**Virtual Agent**—with the cost of a live agent approaching \$15 an hour, automating just five percent of live calls can deliver annual savings of as much as \$470,000 for a mid-sized call center.

**Collections Accelerator**—by using voice notifications to contact debtors early in the collections process, a company with \$500,000 in agent costs for outbound collections calls can double the payment rate per agent and save more than \$250,000.

**Dispatch Manager**—a company with 100 technicians that increases kept appointments by just 10 percent saves nearly \$1 million per year by using Dispatch Manager for service call confirmation.

**Rx Reminders**—with prescription prices averaging \$50, a pharmacy with a weekly volume of 1,500 prescriptions can realize more than \$115,000 in annual revenue by increasing pickup rates by just three percent.



## Premiere Global Services

Premiere Global Services Inc., provides communication technologies that simplify business processes. Customers use our services for a variety of business processes, including investor calls, receivables collections, Web-based continuing education, confirmations of securities trades and travel reservations, electronic statements and invoices, local-access international conferencing, document capture and automation, e-mail campaign marketing, mobile access and printing of documents, automated prescription renewals and other applications.