

Press Release - Details

Active Voice Teams with Digital Telecommunications to Demonstrate Unified Messaging and Speech Applications at MISAC 2006 in California

(Seattle, Washington, USA—October 19, 2006)—Active Voice, LLC, a global provider of voice mail, unified messaging and speech-activated solutions, is teaming up with one of its top channel partners, Digital Telecommunications Corporation, at the 2006 Municipal Information Systems Association of California (MISAC) Conference in Rancho Mirage to be held October 29-31. Active Voice will exhibit its Kinesis* unified messaging system and Seven virtual receptionist in the Digital Telecommunications booth #5 at the Rancho Las Palmas Marriott Resort and Spa.

The annual MISAC conference brings together IT professionals from state and local governments throughout California to discuss and learn about best-practice government solutions. “MISAC is a wonderful forum for us to demonstrate how our Kinesis unified messaging system and Seven virtual receptionist can help government agencies improve productivity and reduce operator staffing costs while continuing to deliver a high level of service,” said Victor Foia, Active Voice’s president and chief executive officer. “We are excited to be exhibiting along side Digital Telecommunications, an experienced provider of communications solutions and services.”

“The Active Voice Seven system is truly ground-breaking technology for the government sector,” said Ray Maccani, vice president of sales, Digital Telecommunications Corporation. “People can call into the system, just say the name of the person or department they need, and be connected without waiting for an operator. By using Seven, government offices can handle more calls with fewer operators. It can easily integrate with most phone switches, helping to protect infrastructure investment and generate a rapid ROI.”

Digital Telecommunications recently installed an Active Voice Seven system at the local municipal office in Fountain Valley, California, where the system is transferring internal calls at City Hall.

“City, state, and federal governments face many pressures to become more efficient in managing their day-to-day operations, from customer service to administration,” said Lee Pratt, information systems manager, City of Fountain Valley. “We saw a need in our office for a more efficient and streamlined communications system that would provide better public and internal access to information and services. We’re now averaging around 3,000 calls a month on the Seven system, and between 92 percent and 94 percent are connected within the first try, which has helped us deliver better service to our citizens and improve our public image.”

Active Voice's Seven virtual receptionist is well-suited for government offices as it professionally greets callers and transfers them using voice recognition, thereby freeing up valuable operator time and providing a consistently high level of public service. Seven also significantly reduces zero-outs by allowing callers to "just say the name" of the person or department they need, such as Fire Department or Animal Control, and be transferred automatically without the assistance of an operator. In addition, citizens can call the Seven system and access community event schedules, public safety announcements and hours of operation at any time. The Seven system scales up to 100,000 names and 64 ports, integrates with most PBXs, and can be configured for fault tolerant and disaster recovery services.

In addition, Active Voice will demonstrate its Kinesis unified messaging system. Kinesis provides a high level of reliability, scalability and security for government offices that desire more streamlined communications, improved network performance and lower IT costs. Kinesis can be configured as a voice mail-only system or as a Microsoft® Exchange® Server-based true unified messaging system that provides a single point of access for all voice, fax and e-mail messages. In addition, Kinesis takes full advantage of system and networking tools so that administrators can effectively install, monitor, and update the system from any location using its Web-based console. Robust security features ensure the safety and integrity of the Kinesis unified messaging environment, such as the ability to detect hackers, lock accounts, and set passwords. In addition, Kinesis system integrates with over 200 PBX and IP/PBX telephone systems and supports multi-vendor environments common in large government offices. Kinesis offers scalability up to 360 ports and 20,000 users on a cluster of servers that can be deployed across several locations to provide disaster recovery and fail-over protection.

For more information on Active Voice's Kinesis unified messaging system or Seven virtual receptionist product, please contact Active Voice Sales Support at 1-800-284-3575 or by e-mail at sales@activevoice.com, or call Digital Telecommunications Corporation in Van Nuys, California at (818) 951-5300.

About Active Voice

Active Voice, LLC, a subsidiary of NEC Unified Solutions, Inc., is a global provider of voice mail, unified messaging and speech-activated solutions, powering the communications infrastructure of businesses worldwide. The Seattle-based company has offices in the United States, Australia, and the Netherlands. Over 185,000 Active Voice systems have been installed in more than 60 countries. Active Voice's products are sold and supported through a network of independent telecommunications manufacturers, dealers, computer resellers, and strategic partners. For more information, please visit our Web site at www.activevoice.com, or contact Active Voice's Sales Support at 1-800-285-3575 or by e-mail at sales@activevoice.com. Trademark Reference: *The registered trademark KINESIS is licensed from Kinesis Corporation (www.kinesis.com), designer and distributor of ergonomic computer accessories. Microsoft and Exchange are either registered trademarks of Microsoft Corporation in the United States and/or other countries. All other trademarks used herein are the property of their respective owners.