



## Press Release

### VoiceObjects Receives Speech Technology Excellence Award from Customer Interaction Solutions Magazine VoiceObjects 7 Recognized for Superior Applications

**SAN MATEO, CA, October 21, 2008** — VoiceObjects, Inc. announced today that Technology Marketing Corporation (TMC) has named VoiceObjects as a recipient of its Customer Interaction Solutions 2008 Speech Technology Excellence Award for VoiceObjects 7. Customer Interaction Solutions magazine has been the leading publication in CRM, call centers and teleservices since 1982™.

VoiceObjects is used by leading telecommunication companies and enterprise customers worldwide for improving the customer experience and delivering higher-value interactions. VoiceObjects 7 suite of products includes: VoiceObjects Server for deployment and management of personalized self-service applications over voice, video, text and Web self-service channels; VoiceObjects Analyzer, a Web-based service used for caller behavior, system and application analysis; and VoiceObjects Desktop for creating, testing, deploying and monitoring applications.

We are pleased to receive this award from Customer Interaction Solutions," said Beatriz Infante, president and ceo of VoiceObjects. "Especially in these uncertain economic times, it's exciting to be recognized as a top provider of speech technology solutions."

Customer Interaction Solutions has been covering call center technology for over two decades and has seen the progression of primitive predictive dialers and recording systems to full CTI integration and IP-PBXs with remote VoIP call center agents. The 2008 Speech Technology Excellence Awards recognizes companies who have made significant contributions to improving speech applications for their clients.

"VoiceObjects 7 has proven its superior capabilities and has ultimately improved the bottom line for its customers," said Nadji Tehrani, Executive Group Publisher and Editor-in-Chief of Customer Interaction Solutions. "VoiceObjects has demonstrated to the editors of Customer Interaction Solutions that its product is innovative and a leader in the speech technology industry."

The Speech Technology Excellence Award is published in the August 2008 issue of Customer Interaction Solutions magazine.

#### About VoiceObjects

VoiceObjects is redefining automated phone-based customer service for global 500 enterprises and mobile carriers. By delivering personalized self-service solutions, VoiceObjects enables organizations to enhance each user experience, integrate phone self-service into comprehensive customer service strategies and manage phone self-service applications residing on VoiceXML-based IVR platforms. VoiceObjects is used by leading companies including Adobe, Hershey's, T-Mobile, Vodafone and Volkswagen Financial Services, providing personalized customer service experiences to more than 500 million callers each year. VoiceObjects is privately held and headquartered in San Mateo, CA. For more information visit [www.VoiceObjects.com](http://www.VoiceObjects.com)

#### About Customer Interaction Solutions

Since 1982, [Customer Interaction Solutions](http://www.cismag.com) (CIS) magazine has been the voice of the call/contact center, CRM and teleservices industries. CIS magazine has helped the industry germinate, grow, mature and prosper, and has served as the leading publication in helping these industries that have had such a positive impact on the world economy to continue to thrive. Through a combination of outstanding and cutting-edge original editorial, industry voices, in-depth lab reviews and the recognition of the innovative leaders in management and technology through our highly valued awards, Customer Interaction Solutions strives to continue to be the publication that holds the quality bar high for the industry. Please visit [www.cismag.com](http://www.cismag.com).

#### About TMC

Technology Marketing Corporation (TMC) is an integrated global media company helping our clients build communities in print, in person and online. TMC publishes [Customer Interaction Solutions](http://www.cismag.com), [INTERNET TELEPHONY](http://www.tmcnet.com), [Unified Communications](http://www.tmcnet.com), and [IMS Magazine](http://www.tmcnet.com). TMC is also the first publisher to test new products in its own on-site laboratories, TMC Labs. TMCnet, TMC's Web site, is the leading source of news and articles for the communications and technology industries. According to Quantcast\*, TMCnet reaches nearly one million U.S. unique visitors each month. TMCnet serves as many as three million unique visitors globally each month according to Webtrends. In addition, TMC produces [INTERNET TELEPHONY Conference & EXPO](http://www.tmcnet.com), [Call Center 2.0 Conference](http://www.tmcnet.com) and [Communications Developer Conference](http://www.tmcnet.com). (\*Quantcast is an independent Web site that monitors U.S. Web traffic). For more information about TMC, visit [www.tmcnet.com](http://www.tmcnet.com).

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