

## MANAGEMENT

Dr. Noah S. Prywes, CEO  
215-854-0555 Ext. 211  
[prywes@netxentry.com](mailto:prywes@netxentry.com)

Dr. Jangwoo Shin, Technical Director  
215-854-0555 Ext. 208  
[shinj@netxentry.com](mailto:shinj@netxentry.com)

## ADVISORY BOARD

Professor Jerry Wind  
Lauder Prof. of Marketing  
Director, SEI Center  
Wharton School, Univ. of Pennsylvania

Professor David Farber  
Past Chief Technologist, FCC  
Professor of Telecommunications  
University of Pennsylvania

Professor Mitch Marcus  
RCA Prof. of Artificial Intelligence  
University of Pennsylvania

Mr. Robert Auritt  
Partner, Meridian Venture Partners



Service of NetXentry LLC

## CLIENTS

### Health Insurance



### Health Care



### Insurance



### Financial



### Retail



## EARLY DELINQUENCIES COLLECTIONS BY AUTOMATED SPEECH / PHONE



Service of NetXentry LLC

INBOUND / OUTBOUND,  
TIMELY, LOW COST,  
CUSTOMER CALL AND RESPONSE

### Benefits

- Contact when account first overdue
- Increase percentages of payments or commitments to pay
- Reduce cost of contacts to fraction
- Reduce lapsed customers

### Full Range of Managing Early Delinquencies

- Credit Card Payments
- Bank Transfer Payments
- Agree to Payment Schedule

### Statistical Reports of Your Choice

- Analysis
- Graphics

### High Rate of

- Agreeing to be Contacted
- Collection Call Completion

**FOR SERVICE, TELECOM, CABLE,  
INSURANCE ACCOUNTS**

**TRY BEFORE BUY  
Cost Based on Usage**

Demo: [www.WebforPhone.com](http://www.WebforPhone.com)

**GET QUOTE:**  
Phone: 215-854-0555;  
Email: [info@WebForPhone.com](mailto:info@WebForPhone.com)

**Services** WebForPhone provides a telephone application to service automatically calls to customers with overdue accounts, by telephone, self-service, requiring no live agents. In addition to collections, the results are used by management for marketing and improving customer service.

WebForPhone emphasis is on

- Attaining high percentage of inbound callers or outbound callees agreeing to participate in collection calls and to accelerate payments
- Very low percentage of hang-ups during calls.

WebForPhone has been achieving over 50% of callees agreeing to discuss their accounts and over 85% completing the call.

This is achieved through using natural language and business intelligence as well as prompt service at no wait.

The application has two subparts: the application *setup*, and the application *operations*.

**The setup** consists of a complete turn-key of the application. It includes:

- Creating the prompts for the call to report account, ask questions and the capture of very large voice vocabulary call responses.
- Interfacing of WebForPhone to client telephone and accessing of customer data.
- Reporting to client of detailed outcome of calls.

Following are the main call steps:

- Greeting
- Authenticate callee/caller
- Verify that callee agrees to participate in call
- Prompted reporting of customer account, asking questions and capturing responses
- Conclusion or transferring call to live representative
- Repeat calls if busy and leave voicemails requesting for callback.

WebForPhone offers the setup on a “try-before-buy” basis. Clients test, suggest changes and accepts the application before charges for the setup become due. We quote a low fixed fee for the turn-key setup.

**The operation** consists of responding or making calls by the *WebForPhone Platform*. Calls are responded on start of first ring (approximately 1 second), 24/7, no wait. This is followed with executing the call logic, speaking the prompts and account information and capturing responses. Then finally, immediately updating to the client the Internet reports of calls. Usage is based on Platform minutes used. *Pay as you use*

**About WebForPhone** WebForPhone uses very large vocabulary speech recognition, Internet search, browsing and analysis for interactive services by phone. This system improves access and responsiveness and achieves satisfaction equaling live agents, at a fraction of the cost. Based on outsourcing, clients have very attractive terms. There is very low front-end investment. There is rapid installation, try-before-buy and pay-as-you-use. We have in place a *WebForPhone Platform* with 600 telephone lines to handle multi-million call-minutes monthly.

The value of this technology has been demonstrated across applications for enterprise-class clients in diverse industries (see table of clients). We have enthusiastic references for excellent service, support and business results.



Service of NetXentry LLC

