

MANAGEMENT

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CLIENTS

Health Insurance



Health Care



Insurance



Financial



Retail



MORTGAGE AND LOAN ORIGINATION BY AUTOMATIC TELEPHONE SPEECH



Service of NetXentry LLC

FOR MORTGAGES, LOANS AND BANKING

- CAPTURE MORE APPLICATIONS
- FROM MORE SATISFIED BORROWERS
- INCREASE PRODUCTIVITY, SAVE COSTS

COST:

- Low installation costs
- Outsource to us
- Low charges based on usage

SERVICE QUALITY:

- Better Service: 24/7, No-wait, No-Busy
- Peak traffic hundreds of calls handled concurrently

PRODUCTIVITY:

- Staff scheduled to speak to borrower's for improved productivity
- Priority given Self-Service by phone
- Save on Brokers and Attendants

TRY BEFORE BUY!
Client References Available

Try the WebforPhone Demos
www.WebforPhone.com

MORTGAGE AND LOAN APPLICATIONS BY PHONE

The Benefit: Most important is improving caller satisfaction. 24/7, no-wait, no-busy. Capture more mortgage and loan applications. Save on brokers and attendants costs. Callers desiring to speak to brokers are transferred or scheduled and can be called back. Low installation cost, charges based on usage. WebforPhone interfaces to clients' telephones, internet and legacy systems.

How it works: The WebForPhone Platform serves as a bridge between interactive telephone-speech and Internet-Websites. It receives inbound telephone calls from customers and interacts with them by speech. It generates and recognizes very large vocabulary, in millions of words. It can recognize names, addresses, e-mail addresses, passwords and data values. It can access a website just as if it was a web terminal. It can log in to accounts and performs the functions of the website.

The Service: Finance and Retail clients have been outsourcing to us call-centers services for several years. Capturing mortgage and loan applications is a natural extension of our service.

Analysis of Calls: Our clients have been offering customers a great variety of products, with a variety of audience responses and distributions. Our ability to optimize telephone call effectiveness comes from our experience in the analysis of calls. We gather statistics automatically, such as: how many transactions completed, how many hang-ups, where they occur in the call flow, reactions to specific prompts, etc.

Savings: Costs vary with services offered and audience demographics. In all cases we bring cost reductions of 80% or greater as compared with the cost of live call center agents. We price usage of services based on volume of minutes used. The usage price varies from \$0.20/minute for a minimum of 3,000 minutes/month to \$0.10/minute over 100,000 minutes/month.

Customer satisfaction: It is paramount. We do not want to lose calls as compared with using live telephone call center agents. The service captures statistic which vary with the demographics of the customers. Our target has been to do at least 95% as well as a live agent at less than 10% of cost. Remaining calls are automatically routed to live agents.

Setup: WebForPhone is also more flexible than using a live agent call center, in terms of rapid starting and adding features and services. Examples of features are: capturing names and addresses as well as email addresses and passwords, checking credit cards on-line, reporting to fulfillment activity, payments, etc. Cost of initial setup is in the range of \$15,000. Initial setup can be completed in a couple of weeks, not months. Later changes are in the cost range of \$1,500; they can be done in a few hours and the service immediately launched.



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