

MANAGEMENT

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Service of NetXentry LLC

WEBFORPHONE CLIENTS

Health Insurance



Health Care



Insurance



Financial



Retail



SELF SERVICE SURVEYS BY PHONE



Service of NetXentry LLC

BY AUTOMATIC SPEECH RECOGNITION

Survey

- Customers
- Staff
- Suppliers
- Patients

Full Range of Tracking and Managing

- Opinions
- Satisfaction
- Loyalty
- Performance

Statistical Reports of Your Choice

- Analysis
- Graphics

High Rate of

- Agreeing to be Surveyed
- Survey Completion

TRY BEFORE BUY
Cost Based on Usage

Demo: www.WebforPhone.com

GET QUOTE:
Phone: 215-854-0555;
Email: info@WebForPhone.com

Services WebForPhone provides a telephone application to service automatically random generated surveys by telephone self-service that requires no live agents. The survey results are used by management for marketing, improving customer service or for use by Human Relations Department.

WebForPhone attains high percentage of inbound callers or outbound callees agreeing to participate in the survey, and a very low percentage of hang-ups during surveying. This is necessary for reliability of the statistical results. WebForPhone has been achieving over 50% of calls agreeing to be surveyed and over 85% of calls completing the survey.

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

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

- Creating the prompts for requesting and capturing of very large voice vocabulary call responses.
- Interfacing of WebForPhone to client telephone and data.
- Reporting to client.

The main survey steps are:

- Greeting
- Verify that caller or callee agrees to participate in survey
- Prompt the survey questions and capture of respective responses
- Conclusion or transfer call to live agent

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

The operation consists of responding or making calls automatically by the *WebForPhone Platform*. Inbound calls are responded on start of first ring (approximately 1 second), 24/7, no wait. The customer survey can follow immediately when concluding servicing the customer. This is followed with executing the call logic, speaking the prompts and recognizing the responses. Updated Internet reports of calls are immediately available to the client. Usage charges are based on Platform minutes used. *Pay as you use*. Call duration depends on number and length of questions in the survey. Our experience averages rate of 3 questions/minute.

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.

About WebForPhone WebForPhone uses very large vocabulary speech recognition, Internet search, browsing and analysis for interactive survey services by phone. This system improves surveyee’s access and responsiveness and achieves satisfaction equaling live agents, at a fraction of the cost. 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.



Service of NetXentry LLC

