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About WebforPhone

WebforPhone provides interactive voice telephony services to consumers and businesses. WebforPhone has developed proprietary technology involving large vocabulary speech recognition, Internet search, browsing, and analysis. WebforPhone takes 'IVR' (Interactive Voice Response) to the next level: *Customer Self-Service by Speech*. Callers will be able to complete naturally more complex transactions & attain higher unassisted completed call transactions.



Clients

Health Insurance



Health Care



COMMISSION ON
GRADUATE
EDUCATION



Insurance

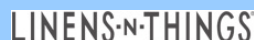


Financial

SEI INVESTMENTS



Retail



TICKET SALES SELF-SERVICE BY SPEECH



A Service of NetXentry LLC

TICKET AGENT™

- Equivalent of hundreds of trained ticket sales agents.
- Name, address, event, & venue captured by speech recognition.
- Competitive with human ticket agents at a fraction of the cost.
- No wait for customers, 24 x 7.
- Tickets processed quickly in real-time.
- Very few calls transferred to live agents.
- Integrates Call Center, Web Site Ops.

See our Demo at
www.WebforPhone.com

FULLY AUTOMATED TICKET AGENT™

The Benefits: You have a new channel to lower costs, while selling more event tickets - WebforPhone's *TICKET AGENT™*. The advanced speech recognition system provides callers with immediate response and can be used to complement existing call center ticket ops, or as an extension to your existing web site operation.

Extend Your Web Site, or Call Center: *TICKET AGENT™* painlessly allows you to extend the capabilities of your existing web site, or call center (or both!) Despite the many intelligent devices, such as Blackberry's, iPhones, and other PDA's - everyone has a cell phone and there are 300 million of them out there!

How it works: The caller seeking to purchase tickets or discover ticket information is greeted using a professional voice. First we determine if the caller wants to purchase tickets, or just check pricing and seat availability. Then we determine the caller's event, seating, name & address, credit card info., and transaction confirmation. The experience is designed to be accomplished within 5 min utes. The system diagram shows how *TICKET AGENT™* sits in between the telephony and Internet networks (pg.4)

WebforPhone's Advanced Grammar for Speech Recognition: The quality of customer-self-service by speech has improved immensely over the past few years due to technological advances in Automatic Speech Recognition. Concerns about using an automated agent, vs a live agent, has been reversed. WebforPhone has years of experience in perfecting call center voice technologies and applications. WebforPhone has leading edge capabilities in advanced grammar, resulting in capturing and lookup of full names. This capability enables unparalleled performance in automated event ticketing.

WE ONLY WIN WHEN YOU SELL MORE TICKETS

Pricing: *TICKET AGENT™* is priced on a "per ticket" basis, with minimal set-up fees.

Setup: WebForPhone's *TICKET AGENT™* is very easy to rapidly start adding capacity, features and services. All that is required is access to your web site, and the initial setup and testing is completed in a couple of weeks.

Support: WebforPhone serves many customers with a variety of support requirements.

Why not try us out?
215-854-0555

