



Voxeo makes communications simple. The company's flagship Prophecy platform is used by companies around the world deliver speech-enabled customer self-service, route calls, and more.

Voxeo offers ease of use and deployment, standards leadership, scalability and reliability – at a lower price than alternatives and without the risk of vendor lock-in. Prophecy downloads and installs in minutes, and comes with all the features and tools needed to build great voice and messaging applications.

Voxeo maintains the world's largest IVR developer community. More than 100,000 developers and enterprise customers around the globe – including half of the Fortune 100 – use Voxeo solutions to improve customer service, drive revenue, and lower costs.

Learn more at www.voxeo.com.

Products

- Prophecy IVR Platform
- Prophecy IVR Server
- VoiceObjects



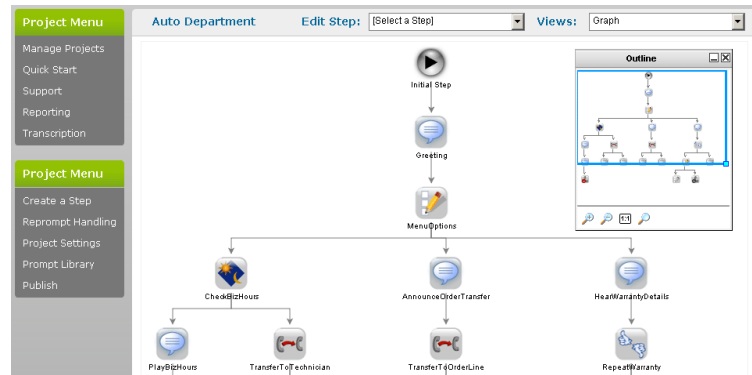
Product Overview

The **Prophecy IVR Platform** makes it easy to develop and deploy communications applications that improve customer satisfaction, drive revenue, and lower costs. Voxeo customers use Prophecy for a range of voice and call processing applications including Interactive Voice Response (IVR), Speech Auto Attendant, Speech Voicemail, Outbound Notification, Information Lines, Hotlines, and call center integration. The platform also enables companies to seamlessly deploy their self-service applications to additional customer interaction channels such as SMS, instant messaging, and the mobile web.

Voxeo is a recognized leader in IVR and VoIP standards adoption. The entirely SIP-based platform includes the only voice browser to pass 100% of the mandatory and optional VoiceXML compliance tests, as well as the world's first and most-deployed CCXML browser for advanced call control.

Voxeo's own free ASR and TTS engines for US English, UK English, and Latin American Spanish are bundled with the Prophecy Platform. The Prophecy IVR platform also easily integrates with any third party MRCP-based speech recognition engine, including Nuance and Loquendo.

Once installed, **Prophecy simplifies voice application development with Designer**, a tool for creating voice applications without coding VoiceXML. Easy to use and completely web-based, Designer works like an interactive tutorial that walks users through simple steps to create any IVR or VoIP application. Designer features steps to prompt users, gather choices, input information, integrate with web services, route call based on data or time, and record or transfer calls. Users manage their applications with built-in reporting, transcription and media management modules. Developers are also free to write directly in VoiceXML and CCXML using any development tool of choice.



With Designer, ShoreTel resellers and their customers can build and deploy speech applications in just minutes!

For complex applications, such as those that require 1:1 personalization or deep analytics, Voxeo also offers the Eclipse-based VoiceObjects service creation environment. VoiceObjects enables companies to design an application once and deploy it across multiple communication channels, such as voice, SMS, IM, video, and the mobile web. VoiceObjects Analyzer also integrates with business intelligence (BI) solutions from SAP BusinessObjects, IBM Cognos and Microstrategy.

Solution Overview

Voxeo adds the power of speech-driven IVR to ShoreTel with its award-winning Prophecy Platform.

Prophecy greatly simplifies the development and deployment of speech-driven IVR applications for ShoreTel customers with a development model that is easily understood by any Web or telephony application developer. Since Prophecy was built from the ground up on SIP and offers a 100% SIP-based telephony interface, the platform integrates with your ShoreTel solution, as well as your back end systems, quickly and easily.

Voxeo's award-winning Prophecy IVR Platform **is available as downloadable software or as a turnkey IVR Server.**

"Voxeo's developer community makes it easy for enterprise Web and telephony developers to create custom IVR applications for any requirement or project. The Prophecy Platform provides the twin benefits of efficiency and ease of integration for simplified communication, reduced call center costs, and increased customer satisfaction."

— Gaurav Sundararaman
Research Analyst, Frost & Sullivan

Key Features/Benefits

Easy to Get

Prophecy is a two-minute download from <http://www.voxeo.com/prophecy>. It comes with two free ports and takes three minutes to install. Spend ten more minutes with Voxeo's Designer tool and you can create a basic speech application (we've timed it). Nothing else is as quick or easy.

Easy to Integrate

Prophecy connects directly with ShoreTel via SIP – without the need for line cards. The platform's robust support of standards means you'll have no worries about proprietary lock-in or difficult integration with the rest of your systems. Prophecy offers the first (and only) VoiceXML browser to pass 100% of the mandatory and optional VoiceXML compliance tests and the world's most proven CCXML implementation.

Easy to Use

Prophecy comes ready-to-go with a multitude of built-in components, including a SIP softphone, Voxeo's own ASR and TTS engines, an SQL database engine, and a web server with full Java servlet/JSP support. Prophecy also works with any other SIP phone, speech engine, database, or web platform. Plus, Prophecy includes three comprehensive, open-source applications: auto attendant, voicemail and conferencing.

Easy to Scale

All Prophecy components communicate via SIP, enabling Prophecy to scale from a laptop running two ports to clusters of thousands of distributed ports.

Customer Value

Voxeo makes it easy to develop and deploy IVR and other communications applications. The company's common sense approach isn't rocket science: Offer a great platform. Make it ridiculously simple for people to try, buy, and use. Provide amazing support. The same powerful, scalable platform that is used by Voxeo's Fortune 100 customers can be immediately tried by anyone, free of charge without signing an NDA or talking to a salesperson. Voxeo openly shares its knowledge, tools and documentation, and is committed to providing fast, friendly support. Prophecy includes everything needed to create and deploy any IVR application. You can download the platform in minutes, for free at www.voxeo.com/prophecy.

About Voxeo

Voxeo makes communications simple. More than 100,000 developers and enterprise customers – including half of the Fortune 100 – use Voxeo's Prophecy Platform and Hosting to deliver innovative IVR, VoIP, outbound notification, unified communications, and a new generation of SIP-powered solutions.

About ShoreTel, Inc.

ShoreTel, Inc., (NASDAQ: SHOR) is a leading provider of Pure IP Unified Communications solutions. ShoreTel enables companies of any size to seamlessly integrate all communications - voice, video, messaging and data - with their business processes. Independent of device or location, ShoreTel's distributed software architecture eliminates the traditional costs, complexity and reliability issues typically associated with other solutions. ShoreTel continues to deliver the highest levels of customer satisfaction, ease of use and manageability while driving down the overall total cost of ownership. ShoreTel is headquartered in Sunnyvale, California, and has regional offices in the United Kingdom, Sydney, Australia and Munich, Germany. For more information, visit www.shoretel.com or call 1-877-80SHORE.

Disclaimer

To be "ShoreTel Certified" means that Technology Partner's product will inter-operate with the ShoreTel system, but ShoreTel does not certify that the features or functionality of Technology Partner's product will perform as specified by Technology Partner nor that Technology Partner's product will meet your specific application needs or requirements. To inter-operate means that Technology Partner's product is able to exchange, use and share information with the ShoreTel system.



Voxeo Corporation

189 S. Orange Ave. #2050
Orlando, FL 32801

sales@voxeo.com

USA +1 407 418 1800

UK +44 20 7887 6085

Germany +49 2204 845 100

China +86 10 8282 5011

Web: www.voxeo.com

