

Section 1: Executive Summary

The **StrataVoice**® Interactive Voice Response Unit delivers digitally produced voice announcements and database lookup capabilities, coupled with the power of Text-To-Speech. Companies can create, through an easy-to-use GUI interface, call flow diagrams which can be used to survey customers, collect and report back on data, or capture voice mail for someone.

The **StrataVoice**® system will also automatically dial a database of numbers. It is designed for organizations that need to contact large volumes of people in a very short period of time. With its full-featured, easy-to-use scripting tool, multiple calling campaigns can be underway in a matter of minutes. Your pre-recorded message is delivered upon detection of a “live voice” answering the telephone. Based on the contacted party’s response, the system is capable of asking a series of questions and can branch to other questions or statements depending on each response. **StrataVoice**® also allows the contacted party to either speak instantly with your live attendant (requires specialized service from your local telephone company) or leave a message to be called back.

The **StrataVoice**® system can be customized to each customer’s specific needs. Its versatility is ideally suited for many applications, including commercial or public service announcements, sales lead generation, appointment confirmation, market research and political campaigns, just to name a few.

Company Overview

Since 1995, Stratasoft has pioneered computer telephony software solutions for the contact center industry. Our product line consists of **StrataDial**®, an award-winning Contact Center Management System, and **StrataVoice**®, an Unattended Message Notification System and Interactive Voice Response Unit. Stratasoft, a wholly owned subsidiary of The Resource Group International Limited, is an acknowledged technology leader in innovative software product development.

Strategy for Success

All Stratasoft products incorporate functionality that is 100% customer-driven, and are designed to maximize productivity in any contact center application. Each new feature and enhancement is the result of incorporating our clients’ needs into these products. An investment in a Stratasoft System is a protected investment in the future.

StrataVoice® SV5 – Interactive Voice Response System

This latest version – Version 5.0 – of **StrataVoice**® delivers world-class Text-To-Speech (TTS) capabilities to the already feature rich IVR and notification system. Highlighted by a sleek new design, which is more user-friendly than its predecessor, **StrataVoice**® is also coupled with a dependable call processing algorithm. Furthermore, built on Intel® Dialogic® technology, **StrataVoice**® delivers unsurpassed robustness as well as scalability. A single chassis can house up to 672 ports for IVR in any telephony protocol -- T-1, ISDN, E-1 or analog.

StrataVoice® delivers several new features such as Multi-Campaign Inbound over an unlimited number of DNIS, while capturing ANI. Customers can design a series of inbound IVR campaigns versus the one campaign inflexibility of some of our competitors. The added TTS capabilities are compliant with the Microsoft® Speech API (“SAPI”), which is supported by a dozen third-party TTS providers, such as ScanSoft® and SpeechWorks®. Customers can easily and quickly design IVR scripts that can perform external lookups into any ODBC compatible data source to retrieve and play back caller-specific information.

New application hooks have been added to post-call processing activities, which allow the customer to print orders, update external databases and even send data to external applications like a shipping terminal for label printing, all based on a caller response code or action.

Complete database independence allows you to select the default system database you would like to run the system databases in (i.e. DBF, MS SQL, Oracle, Sybase, MySQL). Furthermore, a new language interface allows you to run the application interfaces in virtually any language supported by Microsoft.

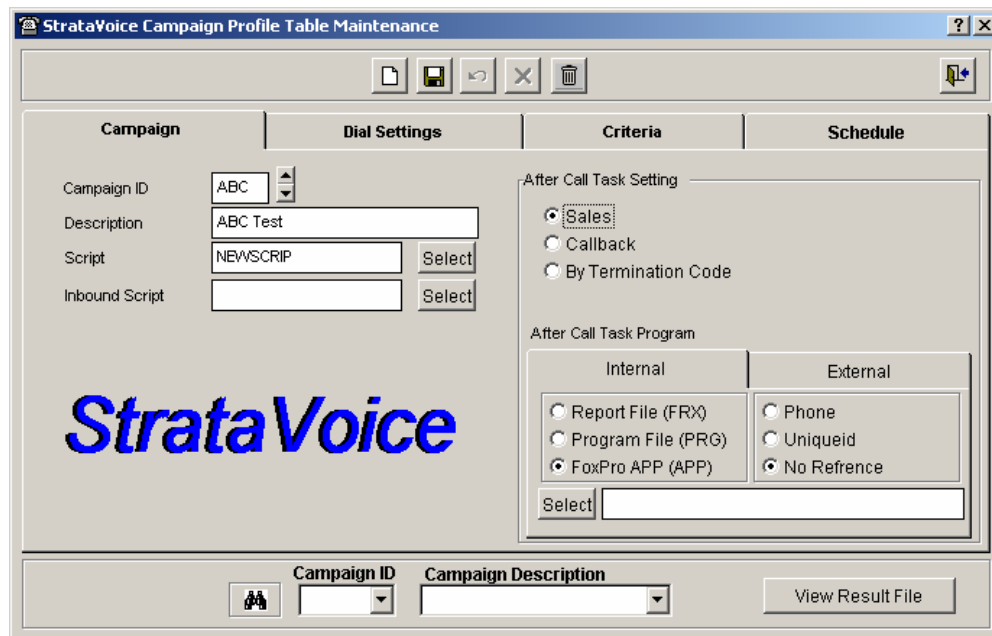
Section 2: StrataVoice® SV5 Features and Benefits

StrataVoice® Administration Console – Gives the user access to the entire StrataVoice® SV5 system. All the functionality of the StrataVoice® system is controlled from this application.



Flexible Import Wizard – The Import Wizard is used to create new campaigns, import telephone lists into the StrataVoice® system, or import do not call lists into the system. These lists can be in any ODBC format.

Outbound Automated Dialing – Through its partnership with Intel® Dialogic, Stratasoft, Inc. has the best of both worlds -- the performance of the industry's leading voice detection technology and the most sophisticated software interface. When a live person is detected on a call, the script designed for the campaign is immediately initiated and the called party listens to the messages you have created. Automated dialing reports are included in the system.



Unlimited Campaigns - The StrataVoice® system allows for an unlimited number of outbound campaigns to be setup on the system. The system will execute a campaign once it has been scheduled to run or it can be instantly activated in the system.

Automatic Lead Sheet Printing – With this feature, all leads generated can be instantly printed out in a form letter and sent to a prospect, which makes follow up complete and automated.

Alternate Number Sequence – You can assign up to four numbers to a single record. So, if there is no answer or a busy signal at one number, the **StrataVoice**® system can move automatically on to the next number. You can decide the order of the sequence of numbers and decide if the next number should be dialed if either a busy signal is detected or there is no answer.

The screenshot shows the 'StrataVoice Campaign Profile Table Maintenance' window with the 'Dial Settings' tab selected. The window is divided into four main sections: Campaign, Dial Settings, Criteria, and Schedule. The 'Dial Settings' section includes fields for 'Maximum Times', 'Record Time' (120 Sec), 'Wait time for No Answer' (40 Sec), 'Transfer Time' (5 Min), 'Ans. Machine' (0 Sec), 'Wait Time for user input' (3 Sec), 'Delay after Hangup' (3 Sec), 'Transfer Retries' (0), and 'Record Silence' (0 Sec). There are also checkboxes for 'Use alternate numbers if No Answer', 'Use alternate numbers if Busy', and 'Flash Conference'. The 'Alternate number sequence' section shows four dropdown menus: 1 TELEPHONE, 2 CELLULAR, 3 HOMETEL, and 4 PAGER. Below this are fields for 'Retry Busy Numbers After' (0), 'Hours' (0), 'Minutes' (0), and 'Seconds'. There are also fields for 'Phone Lines to Use From' (0), 'To:' (0), 'Max Retries' (0), and 'Retries'. At the bottom, there are fields for 'Transfer Lines From' (0), 'To:' (0), and 'DTMF Field'. The window also has a 'Campaign ID' dropdown, a 'Campaign Description' dropdown, and a 'View Result File' button.

Real-Time Statistics – The **StrataVoice**® system displays real time campaign term code statistics. It will also provide a status as to what stage the call is in at all times.

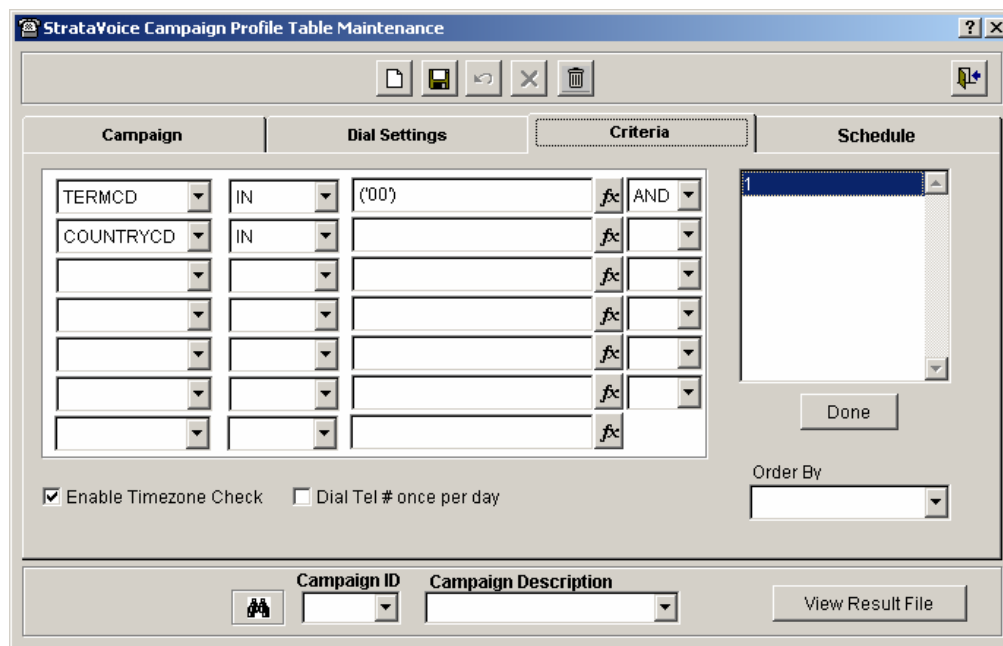
Export Utility Wizard – Allows for all data captured by the agent to be exported to an external table to be utilized by 3rd party software.

Inbound Call Management – Using the Dialed Number Identification Service (DNIS), which is a telephone network service, our system can route the inbound call to a specific inbound script, so you can have several different inbound scripts that will be routed by the DNIS.

User Defined Termination Codes - The user can define his or her own call termination codes (call disposition codes). This capability allows the user to further customize each individual campaign. This includes sales-type disposition codes, call back codes and codes that take specific action, such as print or fax on the fly. Additionally, by having this capability, a contact center can export the results for further analysis.

Easy Recording Playback – With the provided *Cool Edit*™ software, playing back customer recordings is as simple as pulling up their account.

Dynamic List Management – Populate lists based on delinquencies, region, campaign or sales. You decide and allow **StrataVoice®** to populate the list based on the given criteria. The **StrataVoice®** List Management System is a comprehensive Contact Management Database System. Features include a **self-maintained** Do-Not-Call file, a universal list import function, **user-defined** call disposition codes, product and services tracking and several call list analysis tools. Powerful reporting capabilities include productivity reports, sales analysis reports and third party reporting packages. These features are completely menu-driven and eliminate the need for on-site programmers to manipulate data.



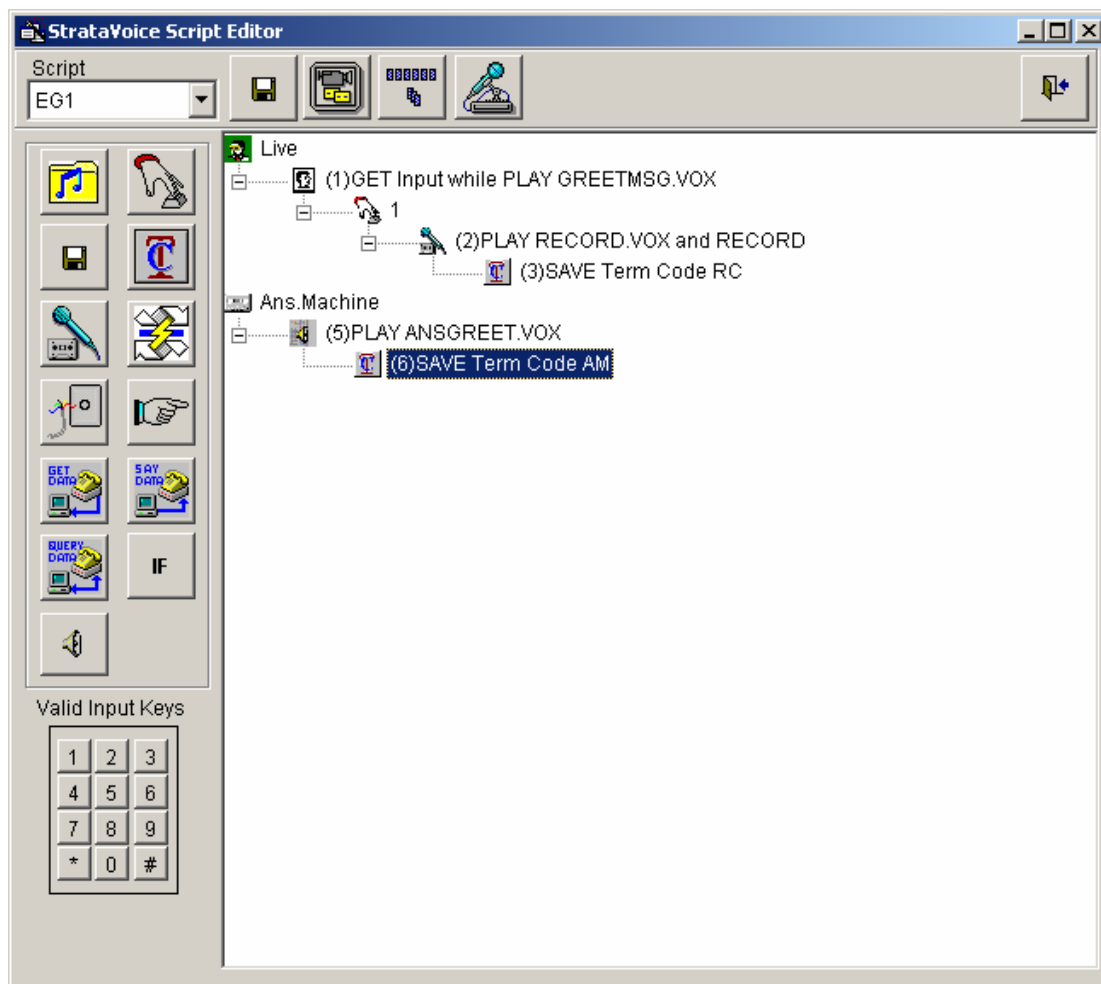
Global Hardware Supported – While leveraging Intel’s Global Call™, Stratasoft has enabled its call management product suite to use T-1s, Analog lines (both US and European signaling), ISDN, E-1 as well as PRI T-1s.

Multi-Language Support – A translation table is provided for the user to translate the content of the **StrataVoice®** Administration Console. Once setup, the system is localized to the user’s language and they can view their campaign screens, scripts and call control buttons in their native language. It supports any language provided by Microsoft Windows, including DBCS (Double Byte Character Sets).

Application Programmer’s Interface (API) – **StrataVoice®** also includes an API, which allows any third party developer or third party application to easily and seamlessly connect to the dialer. The messaging between applications is done via TCP/IP. Examples of these are in-house customer service applications and mortgage banking systems, to name a few.

Scripting Functionality

Script Editor - You can create a set of instructions for your **StrataVoice®** system to follow that is unique to each campaign. For example, one campaign may have a script that leaves messages when an answering machine is detected. Another campaign might have a script that gathers data from the caller or listener.

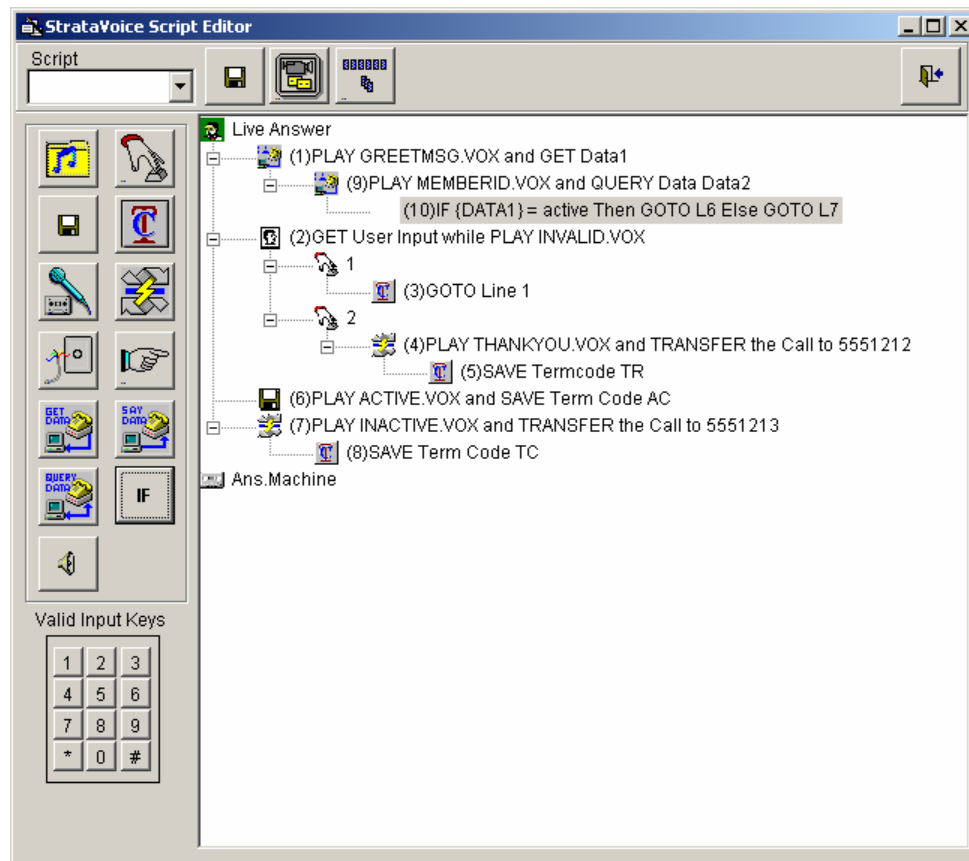


Call Transfer (Agent, PBX, Outside Number) – Have your **StrataVoice®** transfer calls within the office, through the switch or via an outside number to a different off-site location. A call can be transferred to someone for information verification, product sale or service assistance -- in the same office or across the country. The **StrataVoice®** system can pull transfer numbers from an external table so you can have the call transferred to multiple locations as part of a rotation. Your callers get the benefit of an immediate response.

Save Called Party Responses – The called party can key in certain responses and the **StrataVoice®** system can capture the DTMF and store the response in an internal or external database.

Text To Speech – The StrataVoice® system can say back data captured on the call or say any text placed within the script. This feature is compliant with the Microsoft® Speech API (“SAPI”), which is supported by a dozen third-party TTS providers, such as ScanSoft® and SpeechWorks®.

Database Independence – Customers may leverage their own databases (SQL, Oracle, etc.) for the entire client driven tables connected to the system. Relationships may be setup to allow for append updates and/or read only. In the absence of any customer in-house databases, one is provided to you with the StrataVoice® system.



Logical Scripting Tools – The StrataVoice® is able to capture the DTMF entered by the called party and then can query an internal or external database to verify the data entered by the called party. The StrataVoice® can also include IF statements to determine where the called party will be routed in the script. With this functionality you can decide what the called party will do on the call based on their entries. For example, the script above gathers the called party’s member ID, and then looks up the called party’s membership status in an external lookup table, based on the member ID they provided. The script also provides alternative actions if the member ID is invalid, if the member ID returns an active account status or if the member ID returns an inactive account status.