

News Release

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Vysym Introduces *TALIS*™ Voice Gateway

Irvine, CA – Vysym Corporation announced today a new *TALIS*™ Voice Gateway product which converges the functions of multiple systems into a single platform specifically engineered for voice and data. The system enables financial institutions to offer depositors, borrowers, and prospective customers an easy-to-use, anytime, anywhere voice portal to products and services. It allows financial institutions to enhance customer convenience and satisfaction with a variety of self-service automated and personal banking services such as Voice Banking and Voice Lending. The Gateway also offers personal communication and ‘back-office’ services to improve staff productivity, enable ‘quality of service’ evaluations, and aid in training and assessment of service delivery personnel.

Incorporating automatic speech recognition, voice, communications, and transaction processing technologies in a single system platform, the *TALIS* Voice Gateway architecture is based on the principles of convergence. It integrates the functions and features of traditional voice/audio response bank-by-phone and loan-by-phone systems, with features of PBX and ancillary systems such as automated attendant, voice mail, call director, call logging and digital call recording systems. As a cross-disciplinary platform, the Gateway supplements voice with visual screen displays of voice messaging and transaction activity. Since all *TALIS* features were designed to work collectively, interoperability is guaranteed. Convergence allows simple, unified administration and maintenance, and greater user consistency. It also means all features are available for implementation enterprise-wide, including those typically available only in call centers.

“Of all the *TALIS* Voice Gateway’s many individual features and benefits, the most important, we believe, are the converged systems architecture and the convenience for financial institution customers,” said Samn Nadel, spokesperson for Vysym. “Convergence to a single platform eliminates the need and expense to upgrade several independent systems with speech recognition and other voice technologies. This reduces overall capital expenditures and simplifies planning, implementation, and ongoing management. It’s also easier and less expensive to implement redundancy and fault tolerance for a single platform.”

“The second major benefit is convenience for financial institution customers,” Nadel continued. “Talking is so much easier and faster than typing. Voice goes everywhere a person goes, especially today with all the cell phones. Consider why call centers are so popular even though close to half of all consumers have access to the Internet. Security, speed, and ease are customers’ driving forces.”

Vysym Corporation, based in Irvine, California, provides advanced voice, communication and integrated transaction processing solutions for the financial services industry. The Company pioneered the industry’s first automated telephone lending process in 1989, and subsequently introduced the industry’s first touch-tone and voice-automated car book valuation program, and same-call automated loan approval services. Today, Vysym serves small and large financial services companies throughout the United States and works with other leading industry vendors to deliver high quality, technology-based business solutions targeted to customers’ strategic objectives. For additional information about Vysym or *TALIS*, visit www.vysym.com or call Marketing Services at 800-825-4493.