

# News Release

**December 10, 2002**

## **NorthEast Alliance Federal Credit Union To Deploy *TALIS* Voice Gateway**

Irvine, CA – Vysym Corporation announced today that NorthEast Alliance Federal Credit Union (NEAFCU) will install its *TALIS* Voice Gateway, an advanced communication and integrated transaction processing system. This upgrade will replace three independent systems with a single, converged platform which incorporates seamless automatic speech recognition. The solution also gives NEAFCU call center feature/functionality typically available to only the largest financial institutions.

The *TALIS* Voice Gateway will provide NEAFCU with voice routing, voice banking, voice lending, voice logging and visual data displays. NEAFCU will also deploy a *TALIS* Redundant/Monitor System to insure continuous, fault-tolerant availability. These features and functions will reduce service delivery costs, enable continuous, instant customer service and increase productivity through automation. “Since we realize a high volume of automated and personal banking and lending transactions by telephone, it’s vital that we optimize our service delivery,” said Don Briggs, President and CEO. “We process over 16,000 automated calls each month, and operate with only 6 employees in our call group to handle member questions and transactions.”

Consumers will find it more convenient to conduct business with NEAFCU once it has implemented the *TALIS* Voice Gateway. Voice banking lets customers make balance inquiries, withdrawals and transfers 24 hours a day, seven days a week. Voice lending allows them to get information about loans and submit credit applications. Card services will efficiently handle after-hours card loss reports without callers having to hang-up and call different telephone numbers.

Since speech recognition technology in *TALIS* will replace all of NEAFCU’s current touch-tone systems, it will be easier and faster for all callers to reach NEAFCU personnel. With voice routing, callers not directed to call center services can connect to specific people or departments without having to know extension numbers or take the time to go through a dial-by-name directory. All they have to do is say the person’s name and the call will be forwarded.

NEAFCU will increase its efficiency and security through voice logging and visual data displays. Voice logging allows conversations to be automatically captured and documented so customer disputes can be resolved quickly and easily. And call recordings serve as excellent training tools for new service staff as well as aiding in personnel performance evaluations. To assist customer service representatives in efficiently fulfilling callers’ needs, visual data displays automatically present all available customer information. From identification to account relationships, balances, and other information, CSRs will be fully equipped to satisfy callers with a minimum of talk time.

To support the informational needs of CSR’s and customers, the *TALIS* Voice Gateway seamlessly integrates with NEAFCU’s core processing system and external web services using extensible markup language (XML). It also incorporates substantial internal information databases. With over 100 million records of information available, visual data displays can be well populated to increase CSR productivity.

“Since all *TALIS* features were designed to work collectively and enterprise-wide,” says Samn Nadel, spokesperson for Vysym, “all staff benefit from the features. For example, visual displays for incoming calls and control of voice mail are universally available, from the CEO right down to mail clerks. Unified design and function integration provide simple administration and maintenance, and greater user consistency.”

NEAFCU’s previous solution consisted of the Member Audio Response System (MARS), an automated attendant and a former version of the *TALIS* automated telelending system – none of which was speech enabled. Having been a satisfied *TALIS* user for several years, NEAFCU turned to Vysym when it was time to upgrade.

Before choosing the *TALIS* Voice Gateway, NEAFCU evaluated two other systems. It considered an upgrade for its bank-by-phone system from its core system vendor and automated attendant/call director from its phone system vendor. The *TALIS* Voice Gateway contains both components, so NEAFCU will get multiple upgrades in one in addition to the other call center features.

Founded in November 1976, NorthEast Alliance was originally set up to serve New York Telephone employees. It acquired with Yale Credit union in 1991 and changed its name to NorthEast Alliance Federal Credit Union. Since then, it has grown to about \$37 million in assets and serves 14,000 members. NEAFCU has two offices located in Nanuet, NY and New Haven, CT. With a clientele spread over a wide geographical area, it strives to offer first-class remote banking and lending services via ATMs, telephone and the Internet. For more information, visit [www.neafcu.com](http://www.neafcu.com).

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](http://www.vysym.com) or call Marketing Services at 800-825-4493.