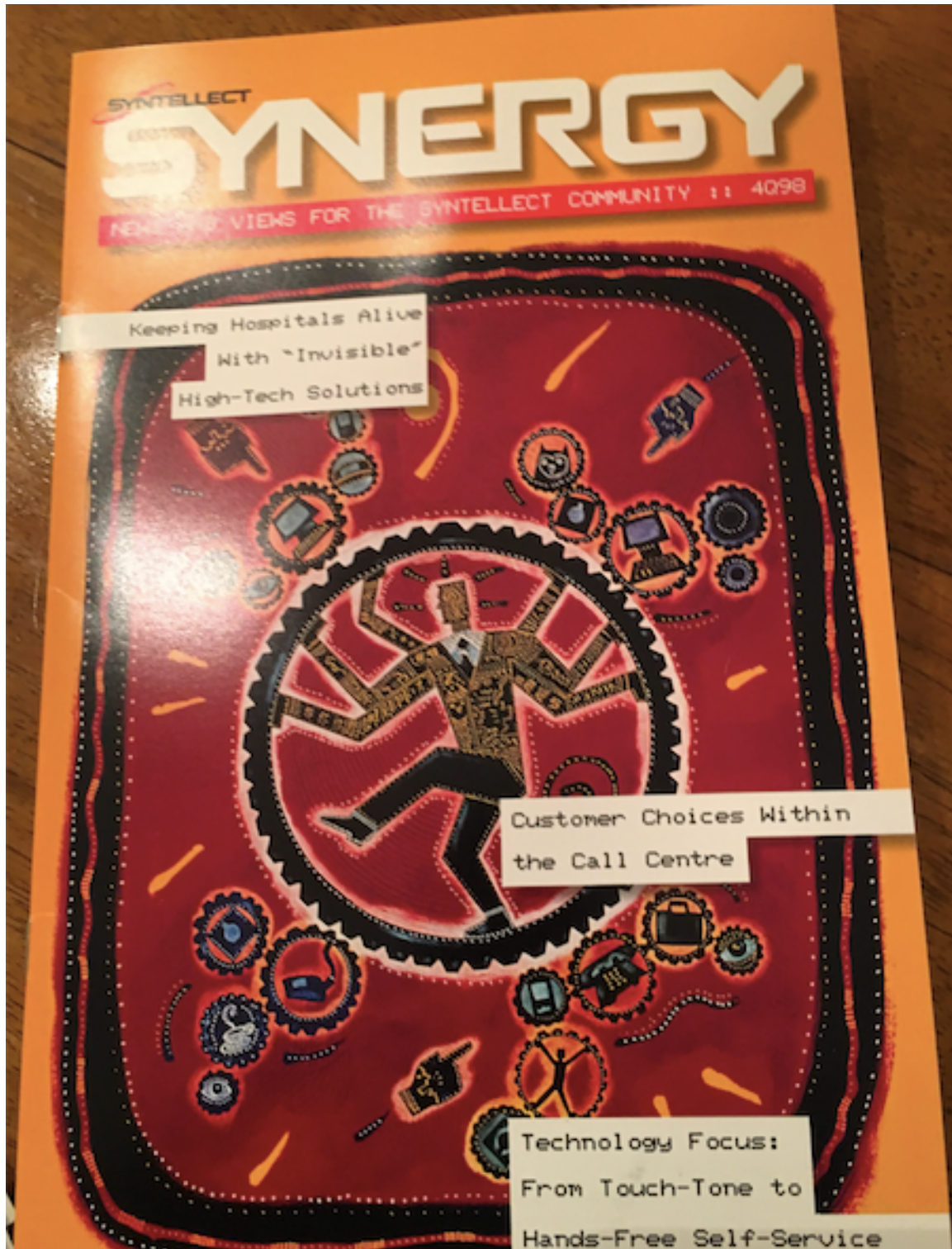


Customer Newsletter – Cover





At Syntellect, delivering total customer satisfaction is integral to our company's mission. We are dedicated to providing innovative software solutions and services around the world that match your current business needs as well as your plans for the future.

As you may remember, in Q2 1998, we completed yet another phase of our long-term strategic vision for our Call Center Software and Services business with the launch of our Vista™ Interactive Communications Management (ICM) software platform. Operating on Microsoft® Windows NT, Vista delivered on our vision of providing a single software platform to integrate the variety of technologies needed to provide for agent productivity and automated customer self-service transactions – IVR, IWR, CTI, and Predictive Dialing.

The Vista platform is based on several partnerships with best-of-breed hardware and third-party software vendors, and incorporates Compaq servers, Microsoft's NT operating system, Sun Corporation's JAVA programming language, and Dialogic Corporation's telephony hardware. Vista is further strengthened with new technologies such as advanced natural language speech recognition and call blending, allowing us to provide you a truly superior offering and the most open standards-based platform in the industry.

In Q3 1998, we initiated an aggressive program to enhance our professional services offerings and continue to focus on the overall capacity and the training of internal and partner resources. As we progress in the direction of a global community, and business needs continue to evolve, it's becoming even more important to develop and maintain good communication. I have never felt more confident in Syntellect's solutions, and professional services, than I do now.

We're committed to provide a responsive, positive connection with you wherever your business operations may be in the world. We look to you, our users, for feedback on how our services and products are meeting your needs.

As you can see, with this issue, we've given Synergy a facelift. And we're interested to know what you think of the publication as a whole – is it interesting, do you find it useful, how could it be improved? Please direct your comments to Carla Harbour, [charbour@syntellect.com](mailto:charbour@syntellect.com).

Sincerely,

*[Handwritten signature]*

>>> Financial Service Companies Select Call Center Solution in Contracts Totaling Over \$100 Million – October 20, 1998

>>> Syntellect Announces Contracts with Government Agencies Totaling Over \$50 Million – July 1998

>>> Utility Companies Select Syntellect Software in Contracts Totaling Over \$600 Million

>>> Healthcare Companies Select Syntellect Solutions in Contracts Totaling Over \$1 Billion – July 1998

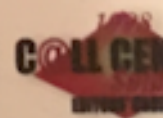
>>> Syntellect Receives \$1 Million Upgrade from British Sky Broadcasting – July 27, 1998

>>> Comcast Selects Syntellect's Vista for \$25 Million Contract – July 8, 1998

>>> Syntellect's Home Ticket Platform Surpasses 10 Million Subscriber Mark – June 28, 1998

>>> Call Center Solutions magazine presented Syntellect with their 1998 Editor's Choice Award for Vista.

“Call Center Solutions magazine ranked Syntellect's capability outsourced service bureau as the top interactive service bureau.”



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Next page

## Syntellect Strengthens Professional Services Offerings

We are very excited to announce the formation of a new Professional Services organization, headed by Michael L. Talley, executive vice president. Designed to ensure that we deliver you the best "customer care" in the industry, the new organization offers a full suite of service products that focus on providing complete life-cycle support - starting from the moment you indicate a need for a Syntellect solution, and extending throughout your entire ownership.

### Benefits to you:

- A single point of contact for all your needs - from project implementation to ongoing support and maintenance - to help you get where you are going quickly and cost-effectively.
- Customization of our products and services to meet your specific requirements.
- A full range of services, including

According to the Gartner Group, dialog-based self-service applications have left the early adopter stage and are moving into

## From Touch-Tone to Hands-Free Self-Service

Self-service options have been growing by leaps and bounds over the last two decades. Some of the emerging trends are:

- ATMs are the cash withdrawal method of choice.
- Automated gas pumps handle nearly as many retail gasoline purchases as cashiers.
- IVR systems are the preferred method for accessing bank account and billing status information.
- The Internet and electronic commerce are threatening retail stores in every business area, from books and CDs to automobiles and PCs.

What do all these self-service options have in common? They require extensive use of your hands.

### Communication

**Evolution** When touch-tone phones were deployed in the 1960s,

that's integrated into Syntellect's Vista used to create service applications, the request. If the application, dialog is and interact with menus can be a limited number offered, they impossible when are available. center service dialogs through ware such as

If you are you know potentially service can be your car. Finding war phone user people with through spe

As has advanced technology become options will

- Virtual offerings can be

# Eastern Natural Gas Improves Customer Service

With Automated Meter-Reading Service Using Syntellect Technology

Established three years ago as part of Eastern Group, Eastern Natural Gas (ENG) serves a rapidly growing national residential customer base following the completion of full deregulation of the domestic gas market.

The new 60-line Syntellect IVR system was designed to automatically accept meter readings from customers over the phone - replacing a system which required ENG's staff to manually enter meter readings.

Syntellect installed the system, in only three months. "Everybody was very focused and worked extremely hard to get the system up and running effectively in such a short space of time," said David Hill, the project coordinator at Eastern.

**Automated Process** With the new automated meter reading

service, customers no longer have to return a completed form by post. Upon

"Syntellect installed the system in only three months.

Everybody was very focused and worked extremely hard to get the system

up and running effectively

receiving a posted request for a meter reading, customers now simply dial in on a (local rate tariff) number and are asked to enter their account reference number by pressing the appropriate telephone buttons.

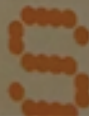
Once reference numbers have been validated, callers enter their actual meter readings, from their tele-

phone handsets. The data entered is read back to confirm it's correct, then passed through to ENG's central customer billing system so that customer statements are produced on the due date.

"We are now looking forward to enhancing the system with new features such as call referral and speech recognition software which will provide callers with the option of speaking commands into the system rather than having to enter informati-

in such a short space of time

by pressing buttons on their phone. A speech option will also open up service to those people who don't have DTMF phones," said David Hill, project coordinator at Eastern.



Syntellect Europe Ltd., the UK's largest supplier of

# Eastern Electricity