

Press Release

Ydilo managed 150 million calls in 2008 across their advanced speech recognition platforms through their solutions portfolio

Yet another milestone has been achieved this year, more calls than ever are being processed and managed by Ydilo which only confirms the growing acceptance of their speech-enabled solutions for the business community.

Madrid, 18th December 2008.

Ydilo is pleased to announce that the company has processed around 150 million calls in 2008 for their client companies on their voice services platform and through their range of advanced speech solutions based on natural language recognition. This record volume confirms the satisfaction perceived by both callers and client companies of the usability and quality of service that mark our solutions. Over the years, the uptake of these solutions by the public and the business market place has evolved for the better thanks to well-designed speech recognition interfaces that callers like, as reflected by the steadily increasing volume of calls managed annually.

All companies in all sectors Ydilo works with closely, including public institutions, have benefited greatly from this upward trend, which is the result of Ydilo's in-depth understanding of corporate processes due to years of experience and expertise in these sectors. All Ydilo customer-facing voice solutions fully address the requirements for automating complex and multifaceted services of these different sectors, be these telecommunication operators, contact centres, banking, public administration, or logistics.

A very wide range of business processes have been automated in these Ydilo solutions to consider all sorts of different and highly complex call scenarios and interactions in a personalized and user-friendly way to best match the caller's profile. This automated communication between the callers and the companies crystallizes in a myriad of ways for customer care, loyalty programmes, voice commerce, voice ticketing, voice portals or surveys to name a few. Moreover, this year saw two new solutions added to the Ydilo portfolio of solutions which have further contributed to the increased call volumes, Ydilo Speech Assistant for enhancing the success of IVR systems and Ydilo Debt Collection for tracking pending payments.

The bottom line for all of these companies is that greater cost efficiencies are to be had by automatically processing caller interactions, ensuring that the service is always consistent offering high levels of satisfaction. The Ydilo automated speech-enabled solutions create a new communication channel between customers and companies via friendly and natural voice interfaces which are adapted to each caller's profile, offering a far more pleasant user experience which also improves corporate brand awareness and positioning in the market.

As far as callers are concerned, the underlying service offered to them in the telephone or mobile phone channel should address their needs and preferences in a natural way for greater acceptance. Ydilo speech-enabled solutions are unique in that they include advanced usability, personalization, and segmentation that help dynamically tailor the intuitive voice interface to suit the caller's preferences and needs.

Reflecting upon this key performance indicator, Javier Álvarez Vara, Chairman of Ydilo said, "This growth we have experienced is highly significant, particularly in a year that has been

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economically challenging in the market. The figure speaks for itself; there is wider acceptance and reuse of our advanced speech-enabled solutions. Callers enjoy the best possible experience through our unique voice interfaces, as shown by our continuous annual growth.“

About YDILO AVS

Ydilo is the leading company in solutions for Contact Centres and Managed Services through advanced voice recognition technologies in Europe. Ydilo supplies telecommunications operators, banks and large corporations with universal multichannel solutions to manage client relations, business processes and extend the availability of their products and services through voice. These solutions have been internationally recognized on numerous occasions for their high level of quality and usability.

Contact

marketing@ydilo.com

YDILO ADVANCED VOICE SOLUTIONS, S.A.

Camino Cerro de los Gamos 1 Edificio 6 – 28224 Pozuelo de Alarcón. Madrid (España) Tel: +34 91 252 84 00 - Fax: +34 91 252 84 48
Pinewood Chineham Business Park, Basingstoke – Hampshire, RG24 8AL (United Kingdom) Phone: + 44 1256 698 046

www.ydilo.com