

Vocabra Order Management Portal Overview

Stay open. Now you can take orders anytime, anywhere, all without replacing your current back-end system.

The Vocabra Order Management Portal is a communications layer designed to give your customers, partners, employees, and agents 7x24 access to your ordering, inventory management, and fulfillment systems. Accessing the portal by the web or by the phone through conversational speech, users can quickly check the status of an order, obtain tracking numbers, verify account balance details, or create new orders. The Vocabra Order Management Portal is ideally suited for orders with fewer than a dozen items, creating user specific order item lists from larger catalogs to make ordering more personalized and easy to navigate. A unique order replenishment approach allows the user to create new orders based on prior placed orders, speeding the ordering process.

The Vocabra Order Management Portal integrates with your existing back-end systems to provide a seamless extension to your existing infrastructure 24 hours a day. And because it's a hosted solution, it can be deployed quickly with near unlimited scale and with very little IT involvement.

About Vocabra

Vocabra designs, develops and markets voice-enabled workforce portals providing access to corporate information using natural language dialogue. Our hosted solutions help businesses to better manage the workflows of highly mobile and contract workers.

Vocabra, Inc.

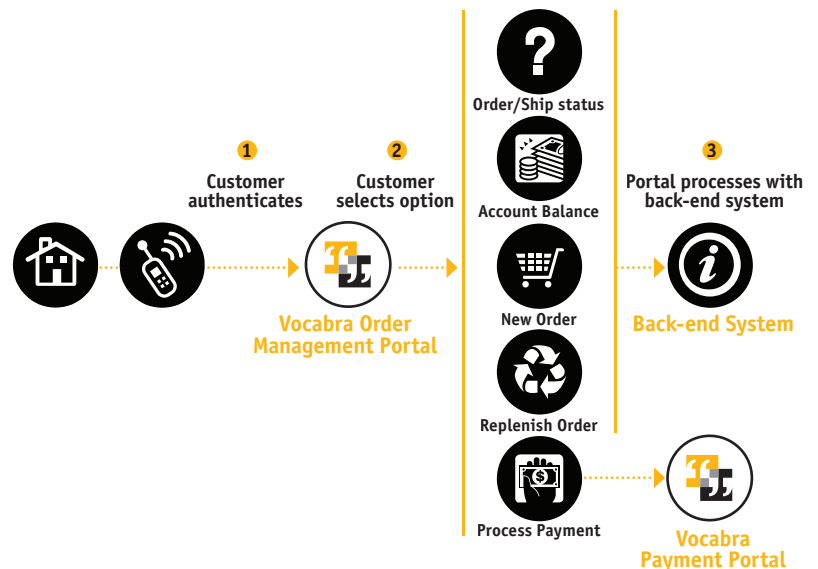
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Features

- **7x24 voice and web accessible order capture & order status system.** Customer, agents, partners, and employees can place new orders, or review account details and order status any time of day from the web or voice access by phone.
- **Integrates with existing back-end systems.** Using standard secure web service calls, the Vocabra Order Management System integrates easily with your existing back-end order management systems.
- **Integrates with the Vocabra Field Payment Portal.** Optional integration with the Vocabra Field Payment portal for easy and secure credit card or check payment via voice or web.
- **Secure web interface for order summary and reconciliation.** Easily view order activity through a simple-to-use browser interface.
- **Multilingual voice interface.** Easy to use voice interface supports multiple languages and requires no training.
- **Hosted solution deploys quickly and lowers IT investments.** The Vocabra Order Management Portal is a hosted on-demand service reducing integration costs and IT investment.

Benefits

- Always available order placement increases revenue
- Order status and tracking reports decreases call-center costs
- Multiple order modes (web & phone) increases customer use
- Custom order lists by user make automated phone ordering painless.
- Easy to integrate and manage
- No training required