

Vocabra Service Notification Portal Overview

Consistent customer communication is critical to a positive service experience. And it is made even more so when the customer is waiting for that service to be delivered at their home or place of business. Yet, dynamic schedule changes and labor costs makes the task of keeping customers updated on their service status difficult and expensive.

As a hosted solution, the Vocabra Service Notification Portal deploys quickly and works with your existing field scheduling system. Upon completion of a work order, the field technician calls the portal to report the work order status and estimated trip time for the next appointment. Within minutes, the portal notifies the next customer by voice call, SMS message and/or email of the anticipated arrival time of their field service technician.

The Vocabra Service Notification Portal can also be configured to ask the customer to rate the service experience within minutes of the technician's departure. Using a natural language speech interface, the portal initiates a call to the customer requesting a numeric rating of the service they just received. Field service managers access the portal through their web browser to view, in near real-time, the service scores their field technicians are receiving.

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.

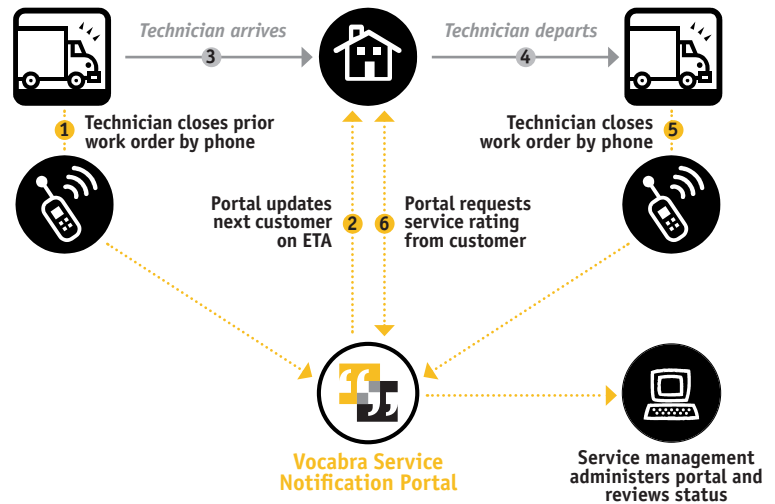
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Features

- **Automated customer ETA notifications.** Customers are notified on the estimated time of the technician's arrival by an automated phone call that uses natural language speech recognition to interact with the customer.
- **Automated collection of customer satisfaction rating.** Customers rate the service experience they just received during an automated call placed to them upon completion of the work order.
- **Simple to use web interface for monitoring service activity & quality.** Field service managers easily monitor the progress of field service activity and service quality their technicians are delivering.
- **Multilingual voice interface for customers and field service personnel.** Easy to use voice interface supports multiple languages and requires no training.
- **Integrates easily with your existing scheduling packages.** The Vocabra Service Notification Portal provides several options for integration, including Web Services and simple HTTP Post requests.
- **Hosted solution deploys quickly and lowers IT investments.** The Vocabra Service Notification Portal is a hosted pay on-demand service which reduces integration costs and reduces IT investment.

Benefits

- Reduce customer uncertainty about field technician arrival time
- Receive near real-time quantitative customer feedback on service calls
- Take more immediate action on out-of-standards service levels
- Improves overall customer service experience
- Easy to integrate and manage
- No training required