



## Press Release

### *For Immediate Release*

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### **Invores Systems, Inc. Announces EXpress2.0™ Integration with Asterisk**

**Long Island, New York – June 14, 2004** – Invores Systems, Inc. announces integration of its SIP VoIP VoiceXML gateway platform, EXpress2.0™, with Asterisk, an open source PBX. “EXpress2.0™ integration with Asterisk marks an exciting next gen phase of software solutions for businesses to offer highly cost effective interactive Voice Over IP based self-service,” comments Tom Multer, President of Invores.

For over thirty years enterprises have relied on automated self-service solutions to meet customer service needs and contain costs. As labor and benefits costs rise, these systems continue to be critically important to an overall bottom line. “By integrating EXpress2.0™ with soft PBX’s, Invores is leading the way with Voice over IP solutions that can deliver real application value to businesses today,” states Dan Evans, Vice President of Engineering.

Tom Multer continues, “EXpress2.0™ has a native SIP interface with VoIP, VoiceXML, and speech technologies all supported. EXpress2.0™ makes it possible for businesses to create and



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deploy consumer oriented self-service applications that greatly enhance the value of an open source PBX installation like Asterisk.”

Enterprise customers and service providers deploying the Asterisk PBX will be able to easily enhance their offerings with either speech enabled or touch tone self-service applications. One example of such an EXpress2.0™ application is Invores’ *First Impressions*™, a speech enabled virtual receptionist system that runs on EXpress2.0™. Asterisk has a touch tone based auto attendant feature, but for service providers and companies looking to differentiate, *First Impressions*™ simulates a live receptionist. Callers can just say the name of the person or department they are calling. “The press is full of articles about VoIP, how businesses of all sizes are taking advantage of its benefits,” says Tom Multer. “This is where EXpress2.0™ and applications like *First Impressions*™ really bring value. Together they present a great blending of business functions– the automation of incoming customer and prospect phone calls – with the latest in VoIP technology.”

EXpress2.0™ runs in a Windows environment, with a VoiceXML2.0 execution environment and uses speech recognition and synthesis software from Scansoft SpeechWorks to simulate “real” conversations.



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**About Invores Systems:** Invores is a privately held Long Island, New York based software development firm focused on Interactive Voice Web speech-enabled customer self-service solutions in commercial, service provider and government organizations. Invores Systems offers a comprehensive suite of licensed software and services, designed to automate customer contact business processes through the telephone while capitalizing on existing web infrastructure investments.