

## **Best Tel Partners With AVST To Provide Customers With Cost-Effective Speech Enabled Communications Solutions**

### ***Small to Mid Size Businesses To Take Advantage of Voice Recognition Technology***

MEDFORD, OR — April 27, 2004 — Best Tel, an industry leader in telecommunications, announced today that it has formed a strategic partnership with Applied Voice & Speech Technologies, Inc. (AVST), a provider of enterprise communications applications for converged voice and data environments, to offer their customers cost-effective speech enabled communications solutions. The agreement enables Best Tel to provide small-to-mid size businesses with AVST's CallXpress® unified communications platform and Seneca, the company's speech enabled call completion module.

AVST's speech-enabled technology is a telecommunications solution that listens to human voices. The system recognizes an individual's voice, translates commands into a computer system, and responds based on the information received. The company's CallXpress® and Seneca solutions enables employees of any size company to tap into the following capabilities in real-time:

- Answer, screen and transfer calls instantly
- Take voice mail messages, automatically returning, copying, or forwarding calls based on name recognition
- Find people with a follow-me feature at any location
- Connect to anyone when a user identifies the person
- Voice activation of user's email systems enabling them to:
  - o Listen, compose and send, and copy or forward emails
  - o Create email replies to individuals or large groups
  - o Send voice mail messages into user's email in-box

Each of these activities can be conducted from any type of voice and data device, such as a cell phone or traditional landline.

"The way business gets done has changed significantly over the last few years, especially in regards to telecommunications," said Chuck Whiteley, managing partner of Best Tel. "We have essentially become a mobile work force with most individuals conducting business outside of the office or from virtual locations. As a result, we have seen rapid growth in the demand for speech-enabled technology, which is why we established a partnership with AVST, the leader in the industry. All of our customers now have the ability to tap into AVST's innovative communications solutions cost-effectively."

"As workforce dynamics continue to change, real-time access to corporate voice and data infrastructure has become a necessity," said Hardy Myers, president and CEO of AVST. "In order to stay competitive and increase employee productivity, companies are updating their telecommunications infrastructure to include speech-enabled technology. We're excited about this partnership with Best Tel and together we will help their customers improve their profitability, increase efficiency, and give them a competitive advantage in their marketplaces."

#### **ABOUT AVST**

Applied Voice & Speech Technologies, Inc. (AVST) is a leading developer of unified communications solutions for businesses of all sizes. Through its world-class messaging platform, CallXpress®, and its innovative speech applications module, Seneca™, AVST offers the industry's most powerful

suite of unified communications solutions. AVST's solutions enable direct access to an enterprise's communications infrastructure including voicemail, email and fax messaging from any voice or data device via a touch-tone, GUI or speech interface. Established in September 2003, AVST was formed from the combined businesses of Sound Advantage (established in 1997) and the CallXpress division (established in 1982) of Captaris, Inc.

AVST, headquartered in Foothill Ranch, CA, maintains facilities in Bellevue, WA and has remote sales offices across the United States. AVST's communications solutions are distributed internationally through a worldwide network of resellers and OEM partners. For more information call Denny Michael, VP of Marketing at 949-699-2300 or access the company's website at [www.avstgroup.com](http://www.avstgroup.com).

#### **About Best Tel, LLC**

Chuck Whiteley and his business partner, Dennis Poulin, are owners of Best-Tel LLC, a member of the Technology Assurance Group (TAG). Best-Tel has built a team of professional voice and data specialists dedicated to the highest levels of customer support. Best-Tel's pattern of steady growth reflects their commitment to keeping pace with the constantly evolving telecommunications technology arena, and the dramatic expansion of the Pacific Northwest's business market. With offices located along the I-5 Corridor in Portland, Eugene, Medford, and Seattle, Best Tel is uniquely positioned to respond quickly and effectively to a wide range of customer equipment and service requirements.