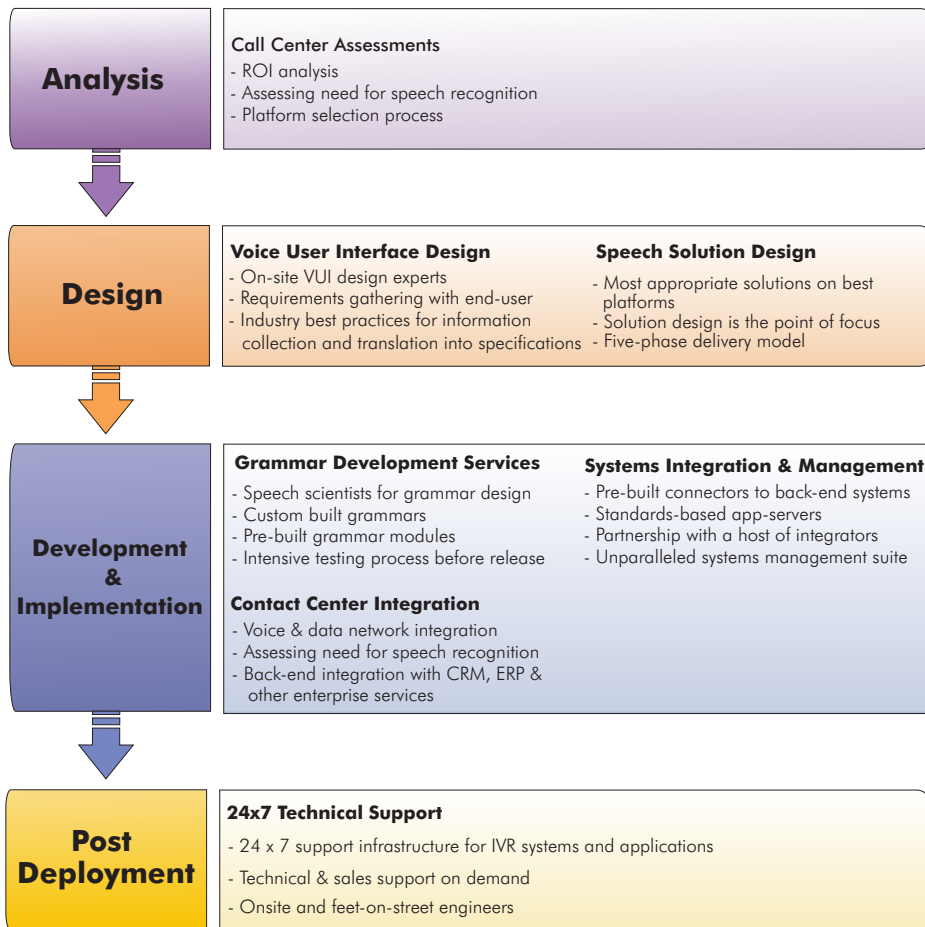


Real Soft's Speech Enterprise Solutions (SES) division provides expertise in Interactive Voice Response (IVR), Customer Relationship Management (CRM), TDM and IP Based Voice Platforms, Computer Telephony Integration (CTI) and Advanced Speech Recognition. Real Soft's Products, Applications and Professional Services cater to Banking, Financial Services, Insurance, Telecom, Retail, Government and Life Sciences verticals.

## Professional Services

We have experienced Speech Scientists; Contact Center and Voice Technology specialists who can help you with:



## RSI's Offerings

### Business Intelligence Solutions

AdminCentral  
ReportCentral  
InstaAlert  
OneManage  
Universal CTI  
AppCentral

### Packaged Applications

SchedulingAndAppointment Reminder  
AutoAttendant  
AddressCapture  
StoreLocator

### Professional Services

CTI  
WorkForce Management  
CRM  
Business Process Integration  
Self Service Automation  
Custom Development  
Resource Integration  
VoIP  
H.323 and SIP Enterprise  
Voice and Data Network Integration

### Speech Expertise

UI Design  
Dialogue and Grammar Design  
ASR and TTS Engine Specifics  
Natural Language Understanding  
Directed or Mixed-Initiative Dialog Design  
Usability Testing  
Performance Analysis and Tuning

## Our Partners

