

ASA Solutions enables its clients to improve profitability and overall efficiency by providing highly targeted self-service solutions for contact centers. These solutions employ the very latest in technology such as VXML Open Standards Telephony Servers, Advanced Speech Recognition (ASR), Interactive Voice Response (IVR), and Text-to-Speech (TTS). ASA combines the "best in class" technology from market leaders in open platforms (VoiceGenie, Vocalocity), advanced speech engines (Scansoft, Nuance), and pre-packaged voice applications for our total solution IVR platforms. Our development expertise also includes Intervice, Avaya, Nortel, and Envoy.

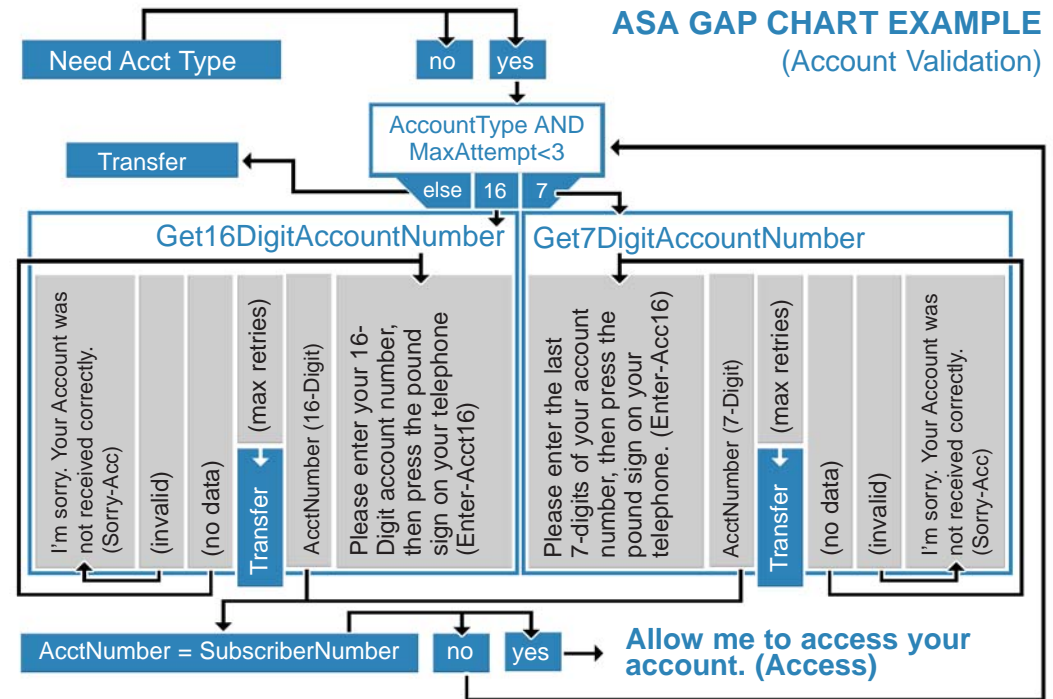
ASA offers pre-packaged and fully customized total solutions. ASA consults and gathers requirements, completes the design, and develops and deploys the application on-site or through a hosting service, while managing the entire project. ASA offers 24X7 maintenance support for every engagement.

ASA's IVR solutions are designed to give the clients the lowest cost of ownership possible. ASA's "best of breed" methodology results in efficient and highly maintainable solutions. Applications are designed in a modular and configurable fashion to optimize code re-use and allow for maximum user configurability.

The ASA GAP Chart is utilized to ensure the best possible customer experience. The GAP Chart is a unique tool developed by ASA that illustrates complex IVR call flows and business rules in easy to understand charts. These charts are used to facilitate communication between ASA and its clients.

ASA's experience and technology ensure a superior total client experience. ASA has developed its own project management system optimized for client-driven engagements

Working with our clients, ASA develops self-service solutions that provide new revenue streams, reduce costs, and increase end-user satisfaction.



A partial list of clients includes:

- Alaska Airlines
- Bank of America
- Cable and Wireless-UK
- Certegy
- Charles Schwab & Co.
- Chase Bank
- Comcast
- CVS
- Mitsubishi Motors
- Nevada Power Company
- Occidental Insurance
- Pacific Bell Information Systems
- Tampa Electric Company
- Unisys New Zealand
- Wells Fargo