



## Angel.com Partners with VoiceVault, Novauris and Plug'n Pay to Maximize Caller Experience

McLean, Va. – August 24, 2009 - [Angel.com](http://www.angel.com), the leading provider of on-demand business voice solutions, today announced integration partnerships with VoiceVault, Novauris and Plug'n Pay, three pioneers in speech and voice recognition technology. By pairing with these leading-edge companies, Angel.com extends the reach of its IVR and call center technology solutions, helping customers maximize business productivity and efficiency, reduce telephony costs, and improve caller satisfaction.

"Angel.com's top priority is to put the caller first by increasing customer satisfaction through innovative technology development and partnerships," said Dave Rennyson, President and COO of Angel.com. "By partnering with VoiceVault, Novauris and Plug'n Pay, we have created solutions that offer a better way for callers to connect with our customers in a more efficient and convenient way."

By partnering with VoiceVault, the specialist provider of voice-based biometric identity verification solutions and services, Angel.com can integrate both companies' best-in-class technologies to provide customers with secure, efficient and quick identity verification services. These services offer a more practical and secure alternative to PINs, passwords and other security options, ultimately saving the caller time and improving their experience.

Angel.com's Name and Address Capture Solution incorporates Novauris' patented *NovaSearch*<sup>®</sup> speech recognition technology. When applied to addresses, this technology lets callers enter any basic U.S. street address in a single, continuously spoken, utterance as they would naturally provide it to a human operator, rather than having to adopt the awkward and time-consuming process of entering each part of the address separately as required by existing spoken address-capture systems.

The Plug'n Pay partnership was put in place to utilize the company's secure, reliable eCommerce solutions. These solutions simplify the real-time order management aspect of payment processing, saving time for both agents and customers, which ultimately lowers business expenses and simplifies the pay-by-phone process.

"We are excited to have the opportunity to work with VoiceVault, Novauris and Plug'n Pay to expand our own capabilities as well as continue to help our customer's offer a world-class user experience," Rennyson said. "These companies are three unique and cutting-edge players in the voice technology space and we are pleased to count them among our partnership network."

### **About Angel.com**

Angel.com is a leading provider of on-demand call center and [Interactive Voice Response \(IVR\)](#) solutions, which enable organizations to quickly deploy enterprise-level telephony applications. More than 1,600 customers turn to Angel.com's proprietary Voice Site technology to power customer service and marketing functions using intelligent speech recognition that can automate most phone-based interactions. Angel.com's solutions are built on the Software as a Service (SaaS) platform and require no investment in hardware, software, or human resources, balancing the need for high quality communications with affordable pay-as-you-go pricing. For more information, visit <http://www.angel.com>.

### **About VoiceVault**

VoiceVault is a specialist and leader in the provision of voice-based biometric identity verification solutions and services. With operations in the United States, United Kingdom and Ireland, the company has a global customer base of public and private organizations, such as government agencies, banks and insurers.

VoiceVault is the only voice verification service certified and accredited to issue Advanced Electronic Signatures (voice digital certificates) and to be ISO 27001 rated.

VoiceVault provides a more convenient, practical and secure alternative to PINs, passwords or security tokens. As well as verifying an individual's identity over the phone or the Internet, VoiceVault can be employed across a diverse range of business applications, including procurement, payment authorization and corporate security. Organizations that deploy VoiceVault can deliver enhanced levels of service to their customers and increase security while optimizing identity verification costs. For more information, visit <http://www.voicevault.com>.

#### **About Novauris® Technologies**

Novauris' *NovaSearch*® technology, based on its own speech recognition engine, lets people access information quickly and easily by voice. With just a single utterance, a user can select from millions of items (addresses, POIs, music tracks, *etc.*). NovaSearch can run entirely locally on mobile devices such as smartphones or PNDs, or it can run on a server, handling many voice search requests simultaneously. For more information, visit <http://www.novauris.com>.

#### **About Plug'n Pay**

Since 1996, Plug'n Pay Technologies has been on the forefront of bringing secure, reliable eCommerce solutions to businesses of all sizes. Since 1996 more than 40,000 merchants have trusted us to manage their Internet transactions. Our transaction programs are developed specifically to meet the needs of today's Internet merchant and we provide secure connectivity to all of the nation's largest credit card processors, offering merchants the option to work with any bank they prefer.

With Plug'n Pay's seamless "plug-in" technology, merchants can accept and manage both credit card and electronic check payments in a secure environment. Plug'n Pay's products enable customers to maximize online and point-of-sale profits, reduce risk of fraud and build customer loyalty with a wide array of leading-edge premium products and services. Our industry-leading digital fulfillment systems allow merchants to offer digital goods for real-time fulfillment and to manage and maintain online membership and recurring billing services. All of our products are simple to use, fast to integrate and highly cost effective. For more information visit [www.plugnpay.com](http://www.plugnpay.com).

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