



**FOR IMMEDIATE RELEASE**

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## **Co-nexus Selects LumenVox's Speech Recognition**

**Houston, TX and San Diego, CA (March 1, 2005)** – Co-nexus, Inc. developer of CXM ([www.4cxm.com](http://www.4cxm.com)), one of the nation's leading providers of customer experience management solutions announced today the decision to integrate into their production line, LumenVox's award-winning Speech Recognition Engine (SRE).

CXM's suite of software consists of four components: **Connect**, which enables call centers to maintain communication with customers in ways that go beyond voicemail and e-mail; **Record**, which provides an exact record of the entire customer experience; **Recall**, which allows for the quick retrieval, review, and distribution of recorded or archived transactions; and **Report**, an assessment of call transaction details that helps call centers evaluate employee performance, and improve client satisfaction.

"After a thorough search and evaluation of speech recognition technologies Co-nexus selected LumenVox for its line of CXM products. "LumenVox software proved to be very effective in precisely interpreting callers speech patterns," said Chris Riggerbach, CXM Product Development Manager. "Additionally, I really appreciated the cooperation and assistance that we received from the LumenVox engineers. They are an easy group to work with."

LumenVox's Speech Recognition Engine (SRE) is an automated speech recognizer that performs speech recognition on audio data from any audio source. The low-level API speech engine is speaker and hardware independent, which provides speech application developers with an efficient development and runtime engine. The SRE allows for dynamic grammar creation, multiple audio formats, and extensive logging for companies to customize any existing application.

### **About Co-nexus**

Co-nexus, based in Houston, is a leading provider of advanced telecommunication systems and software applications for businesses seeking to improve connections to their most important asset, their customers. Co-nexus brings more than 60 years of combined experience providing communication solutions and developing software applications. For more information, visit the Co-nexus CXM website at [www.4cxm.com](http://www.4cxm.com).

### **About LumenVox**

LumenVox is a speech recognition company with over a decade of telephony experience. They develop a suite of speech recognition software that includes the Speech Recognition Engine (SRE), Speech Driven Information System (SDIS), LV Speech Tuner (LVST) and ArtiSpeech. With this suite of software and worldwide technology partners, they can design, develop, deploy, maintain and host any speech

application. LumenVox's revolutionary speech recognition software products have gained industry recognition, winning 15 awards for innovation, technical excellence, and user's choice. LumenVox can be reached at (877) 977-0707 or at [www.LumenVox.com](http://www.LumenVox.com).