



Utilities OnCall Visual IVR Wins 2014 Product of the Year Award

Vocantas Stands above the Competition for Smart Grid Exceptional Innovation

OTTAWA, ONTARIO June 16, 2014 — Vocantas, developer of Interactive Voice Response Solutions, is pleased to announce today that [Visual IVR](#) for Utilities has won a 2014 Smart Grid Product of the Year Award from [SmartGrid.TMCnet.com](#), a [TMC](#) and [Crossfire Media](#) sponsored technology media website.

Utilities OnCall Visual IVR, powered by Jacada, is a menu-driven interface for utility companies that extends the traditional IVR to the smartphone. Now utility end-users have clickable and touchable menu options for account access, bill payments, meter reads and more all from your company's mobile website or the user's smartphone. By expanding its service from an aural interface to an aural and visual interface, Vocantas has made its IVR solution more inclusive and convenient, and therefore a better experience for customers. "Visual IVR puts the power of the smartphone graphic screen into the Utility customer's hand" said Keri Fraser, Vice President Marketing and Business Development, Vocantas. "Utility customers can pay their bills or update their meter using just their smartphone," continued Keri.

"Vocantas' existing Utility customers have been taking advantage of this powerful visual self-serve experience that is quick to deploy, saves money and is easy to use. The Utilities OnCall Visual IVR is available for any smartphone platform and website. "Vocantas continues to offer the best in IVR technology and it is a job we take seriously, Visual IVR is the best new offering available today," said Gary Hannah, President and CEO, Vocantas.

"The solutions that have been selected for the 2014 Smart Grid Product of the Year Award reflect the diverse range of innovation driving this market. Congratulations to **Vocantas** which exemplified the best of smart grid technologies in the past year," said Carl Ford, CEO & Community Developer, [Crossfire Media](#).

"It is my pleasure to recognize Vocantas with a Smart Grid Product of the Year Award for its contribution to the advancement of smart grid technologies," said [Rich Tehrani](#), CEO, TMC. "I look forward to seeing more innovation from Vocantas in the coming year."

About Vocantas Inc.

Vocantas develops hosted and premise-based interactive voice response solutions (IVRS) using advanced computer telephony and speech recognition technology to provide businesses and service providers with more efficient outreach capabilities. Vocantas solutions help organizations in the higher education, utilities, healthcare and customer service environments improve outreach and engagement while reducing operating costs. Visit www.vocantas.com for a free interactive demo of Vocantas solutions that intelligently respond to your customers.



About TMC

TMC is a global, integrated media company that helps clients build communities in print, in person and online. TMC publishes multiple magazines including [CUSTOMER](#), [INTERNET TELEPHONY](#), [M2M Evolution](#) and [Cloud Computing](#). TMCnet is read by more than 1.5 million unique visitors each month, and is the leading source of news and articles for the communications and technology industries. TMC is also the producer of [ITEXPO](#), the world's leading B2B communications event, as well as industry events: *M2M Evolution*; *Cloud4SMB Expo*; *DevCon5*; *HTML5 Summit*; *Super Wi-Fi Summit*, *CVx*; *AstriCon*; *StartupCamp*, and more. Visit [TMC Events](#) for a complete listing and further information.

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