

Reciprix from Dialogic Communications Corporation (DCC)

Interactive communications

Anytime, anywhere, with any device

To stay competitive, timely message notification, delivery and response are critical. Simply sending a time-sensitive message by fax, e-mail or voicemail is not enough to close the loop on communications and collect the real-time market intelligence you need to meet market demands.

Real-time communication with message recipients across the wide range of popular devices is difficult, given the proliferation of laptops, Personal Digital Assistants (PDAs), pagers and wireless phones. Regardless of these challenges, consolidating diverse message forms into one reference point is imperative to business success.

Reciprix™ lets users communicate regardless of available communications devices or accessibility. Message delivery is tailored to the individual recipient and provides immediate response options. Responses are captured in a familiar database format for real-time tracking and management via the Web.

Business results

- > *Real-time communications anywhere, anytime. Users and their available devices or communications accessibility drive communications.*
- > *No waiting, no wondering, no lost opportunity. Reciprix closes the loop on communications, letting users track message delivery and receipt as well as retrieve, archive and report responses.*
- > *More informed decision-making across the board. Corporations can capitalize on the best ideas from employees, partners, vendors and customers — turning passive data into active information.*
- > *Fast ramp-up without costly, time-consuming training. Reciprix integrates with Microsoft Outlook 2000 for full compatibility.*
- > *Reciprix deploys wireless, IP telephony, Internet and other digital technologies. Reciprix uses Microsoft Windows 2000/NT multi-threaded architecture and Microsoft Exchange and SQL Servers, providing communications and database standards for full Computer Telephony Integration (CTI) compatibility*

Built on the Microsoft BackOffice platform

Integrated with Microsoft Outlook 2000, Microsoft Exchange Server and Microsoft SQL Server, Reciprix uses the power of wireless and telephony devices to provide streamlined, interactive business communications anytime, anywhere, with any device. Users can easily send a message, survey or inquiry from a single e-mail interface to all recipients through various communications devices (home/office phone, cell phone, laptop/desktop, fax, PDA or pager). Message recipients can immediately respond via the means most convenient to them (phone/IVR, e-mail or the Web). Reciprix then collects the responses in a familiar database format and makes them accessible via the Web. With the push of one button, the collected responses are ported to Excel for formatting and reporting.

Reciprix differs from unified messaging and one-number communications services

While unified messaging provides a solution for users to retrieve all messages through a single source or vehicle, it is not able to respond to all message types. In contrast, Reciprix empowers **recipients**, rather than senders, to determine their preferred means of communication based on their individual schedules, as directed through the product's Recipient Rules Routing™ functionality.

One-number communications services are an effective way to automatically route incoming calls to any telephone. Reciprix provides a means to automatically route messages to recipients through any available media. While a

one-number communications service will ring a phone or a series of phones in order to locate you, Reciprix knows where you are (based on your pre-selected contact schedule) and reaches you via your available communications device.

Different from unified messaging or one-number communications services, Reciprix enables the sender to collect responses from any number of recipients into a consolidated report for faster, more informed decision making.

About Dialogic Communications Corporation

An established leader in interactive communications technology for business, industry and government, DCC drives the standards for public and private sector notification with its participation in several national pilots and initiatives. The company remains the preferred provider of high-speed notification systems in the mission-critical environment (law enforcement, emergency management, public utilities, chemical processing and government at all levels). Based in Franklin, Tennessee, DCC is expanding its product portfolio to bring bi-directional notification technology to all office environments through its new Universal Notification® corporate communications solution — Reciprix.

Learn more

For more information about Reciprix, visit www.dccusa.com or www.reciprix.com, or call 800-723-3207 or 615-790-2882.

To learn more about Compaq Business Solutions for Microsoft Exchange, visit www.compaq.com/messaging

Reciprix from DCC is part of the Compaq Business Solutions for Exchange program. As the first to offer tested, complete solutions on the Compaq and Microsoft Exchange Server messaging platform, this program helps you enhance efficiency, improve workflow and realize greater productivity from your Exchange investments.

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