



## **Vocantas Grows Development Team to Meet Demand and Adds Multi-lingual Capability to its Voice Solutions**

**Ottawa, Ontario – February 17, 2011** - Vocantas announced today that Antonio Prado and Erick Cardenas-Mendez have joined their development team, to help meet the increasing demand for its IVR solutions throughout North American and to add multi-lingual capability to their expert design team.

“We’re excited to again be growing our development team as the need for our Interactive Voice Response Solutions continues to increase,” said Gary T. Hannah, President and Chief Executive Officer, Vocantas. “Antonio and Erick bring an abundance of knowledge in telephony that will allow us to meet this increasing demand as well as add additional architecture to our telephony solution to meet our customers’ multi-lingual requirements.”

Antonio Prado brings a plethora of telephony experience to Vocantas. After graduating from the University of Ottawa in Computer Science, he spent three years at Pronexus, a company specializing in telephony, speech and database integration technologies. His knowledge of automatic speech recognition (ASR) and text-to-speech (TTS) integration, as well as experience designing custom architecture to meet customer requirements, make him an excellent addition to the Vocantas team. Antonio is fluently bilingual, Spanish/English, which will augment the team’s ability to offer first line support to its customers serving end users in Spanish.

As an integral part of the development team, Erick will provide Quality Assurance and Support services for Vocantas. Erick is a recent graduate, with Honours, of the University of Waterloo in Ontario. Prior to joining Vocantas, Erick worked for Health Canada, where he developed a software program that augmented the 3D-modeling capabilities developed by the Human Monitoring Laboratory. Erick also held co-op work terms at Sanders Geophysics and Agriculture Canada. Erick is fluently bilingual, French/English, adding further language capability to the customer support offered by Vocantas.

Vocantas delivers award-winning telephony solutions to its customers in healthcare, higher education, utilities and other businesses. Customers can expand their outreach programs with built-in logic solutions from Vocantas that intelligently respond via voice interaction directly with their patients, students, customers and clients. The Vocantas solution has a 100% successful integration rate expanding customer communications channels while increasing operational efficiencies and reducing operating costs.

### **About Vocantas Inc.**

Vocantas is an award-winning developer of 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](http://www.vocantas.com) for a free interactive demo of Vocantas solutions that intelligently respond to your customers.