ALCATEL

Certificate

We certify herewith, that

Mr. Andrej Malkowski

has participated successfully in the course

**Alcatel 4640 IVR
Product Overview, Strategic Selling
and Application Development Overview**

from September 28, 1993 to October 1, 1993

Course contents:

Part 1:
IVR and other voice processing applications, What is IVR?, Advantages of IVR, Target customer segments and applications, Product features, Product positioning, Technical product overview, Typical IVR applications for banking, insurance, airlines, transportation and help desk.

Part 2:
Product positioning, Marketing issues, How to create a need for IVR, Identifying accounts, The IVR sales process, Requirements and information necessary to make an offer, Sales argumentation, How to meet counter-arguments, How to run seminars, Competition and how to handle it.

Part 3:
Connect an Alcatel 4640 IVR to a host, Configure an Alcatel 4640 IVR, Generate a small application and do partial speech recording.

Vienna, October 1, 1993

Training Department

Alcatel Austria Aktiengesellschaft