

Nemesysco Announces the QA5 Emotion Detection SDK for Call Center Quality Monitoring

Real-time and offline emotion detection based on Layered Voice Analysis

Netanya, Israel — February 12, 2007 — Nemesysco announces immediate availability of the QA5 Software Development Kit, enabling call center equipment vendors and system integrators to integrate Nemesysco's emotion detection technology into their call center products. QA5 uses Nemesysco's Layered Voice Analysis technology to detect and measure anger, stress and other relevant emotions that arise in call center conversations. In online use, QA5 can analyze ongoing calls in real-time and alert agents and supervisors in real-time when "problematic" or "important" call events occur. In offline use, QA5 can be used to identify patterns of interaction within calls and evaluate specific aspects of customer service quality.

In conjunction with LioNet™, Nemesysco's advanced learning system component, the software allows you to define, train and detect in real-time unique self-defined emotions (e.g. "cancel order", "ready to buy") or tag archived conversations according to pre-defined criteria (e.g., "Problematic", "Successful," etc.).

Founded in 2000, Nemesysco is the worldwide leader in emotion detection through voice analysis. The company offers a wide range of products for homeland security, law enforcement, insurance fraud detection, CRM, medical applications and entertainment.

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For more information on QA5:

<http://crm.nemesysco.com/qa5.html>

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