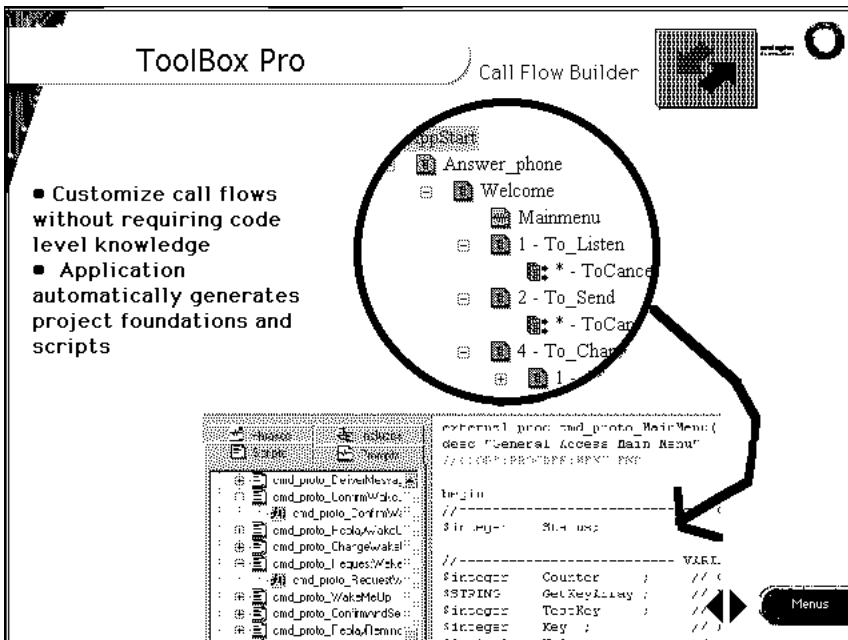


Toolbox Pro *r8*
Call Flow Builder

Tercel V/O: "The Call Flow Builder is a high-level call flow design and generation tool. With a graphical user interface and interactive forms, it leads me through the process of customizing my user interface."

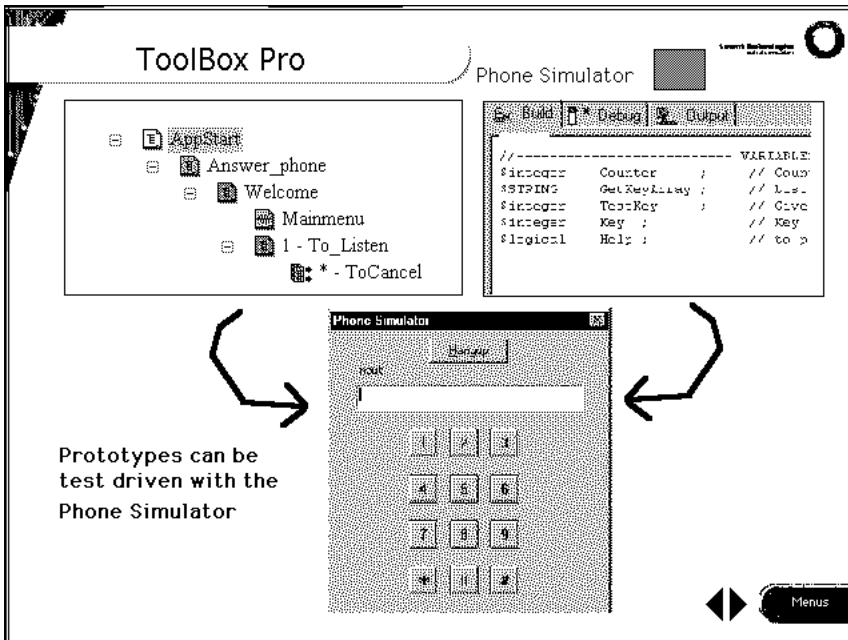
Animation: Icon slides down from left. Text slides out from underneath icon. Call flow slides out from underneath icon, expanding as it slides.



Toolbox Pro
Call Flow Builder

Tercel V/O: "I customize call flows using my application expertise, without requiring code level knowledge. The application automatically generates necessary project foundations and scripts."

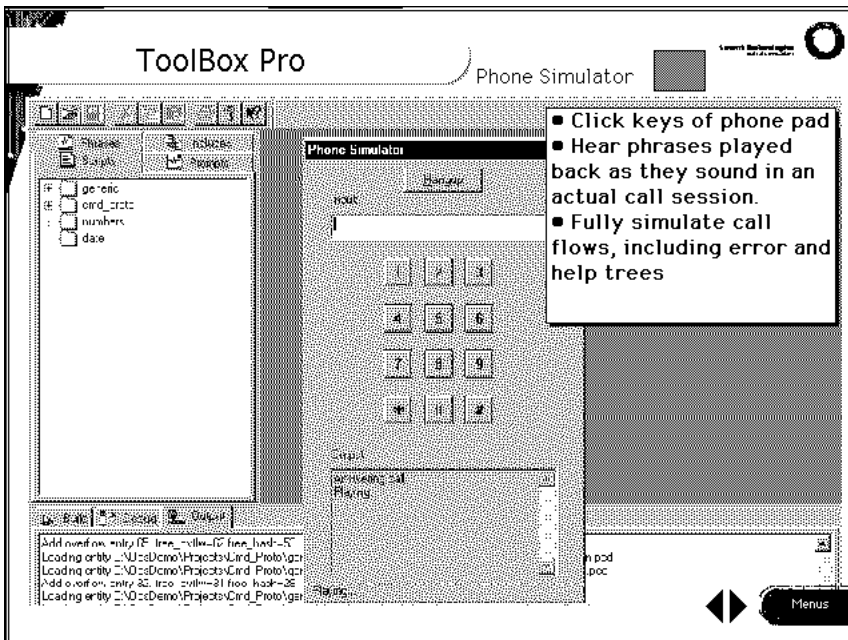
Animation: Circle draws on to highlight call flow, arrow wipes down, script editor box wipes on.



**Toolbox Pro
Call Flow Builder**

Tercel V/O: "I test drive applications with the Phone Simulator, making it simple to validate my application."

Animation: Box on left wipes on with call flow, box on right wipes on with script. Arrows wipe down, phone simulator wipes down.

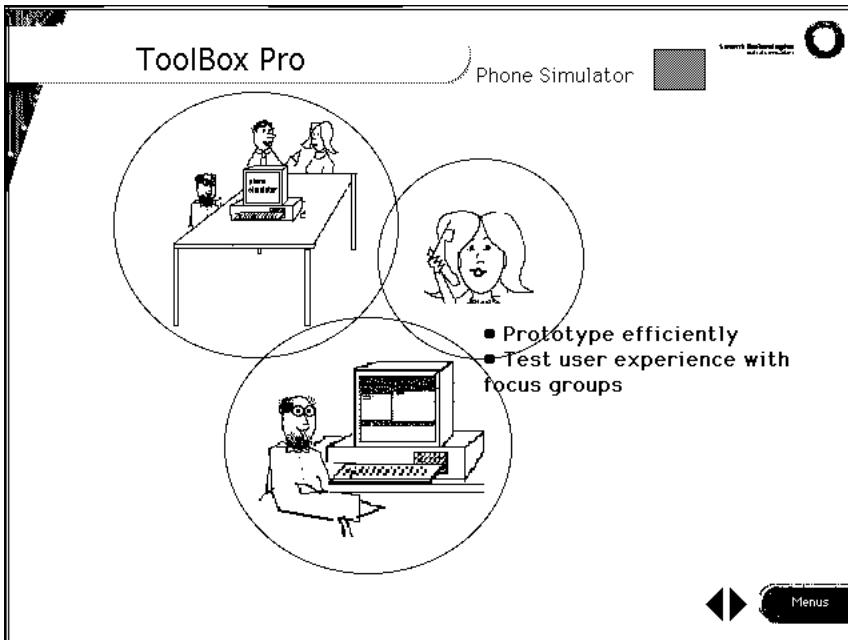


**Toolbox Pro
Call Flow Builder**

Tercel V/O: "Phone Simulator allows me to click keys on the phone pad and hear the phrases played back as they sound in an actual call session. Call flows are fully simulated, including error and help trees."

Animation: Cursor clicks keys on phone simulator.

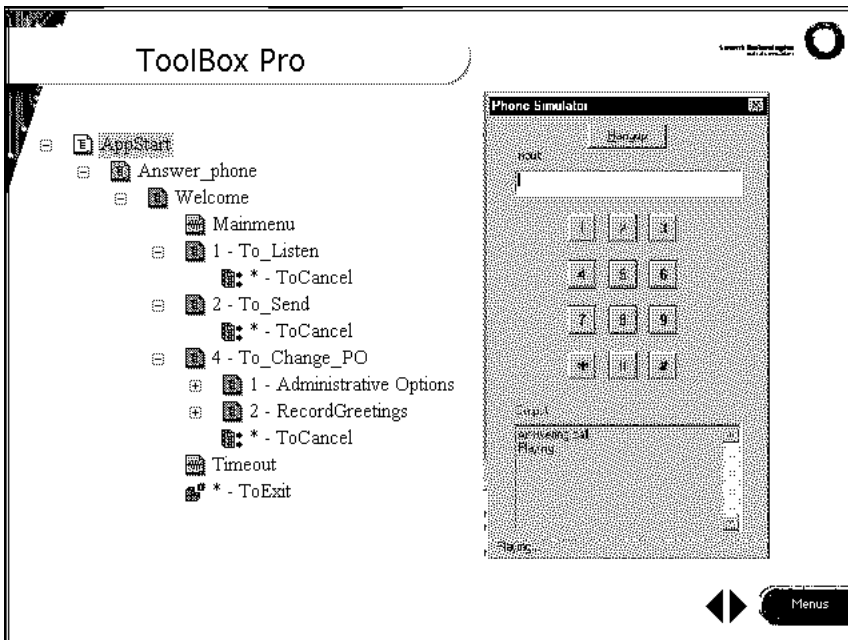
Sfx: Phone voice. "To hear your message, press 1. To save it, press 2. To erase it, press 3."



Toolbox Pro Call Flow Builder

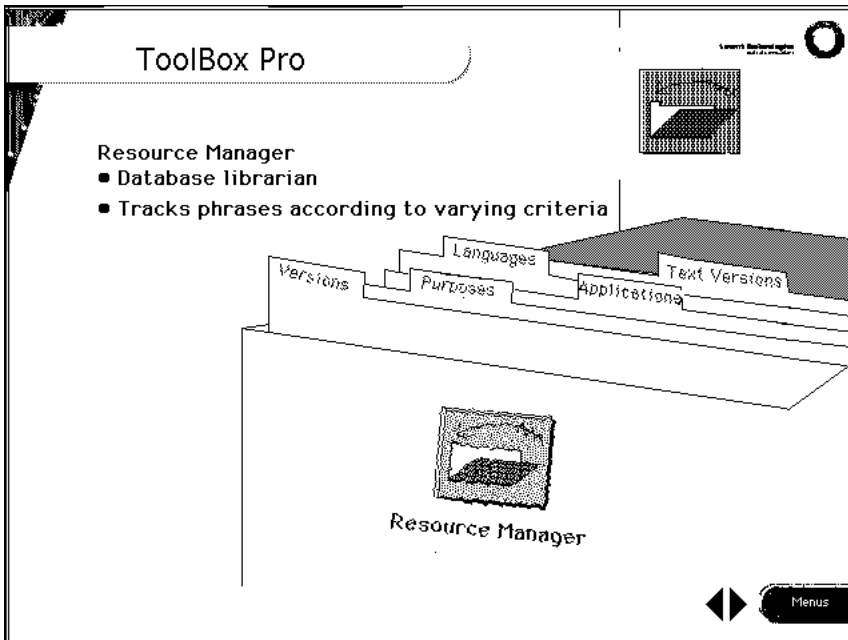
Tercel V/O: "Prototyping gives me the first real look at how my application will be heard by the subscriber. Often applications that look good on paper may sound unwieldy when implemented. I use the phone simulator with focus groups to help develop good services."

Animation with photos: Circle with developer squeezes up, other circles wipe on.



Toolbox Pro *r8* Call Flow Builder

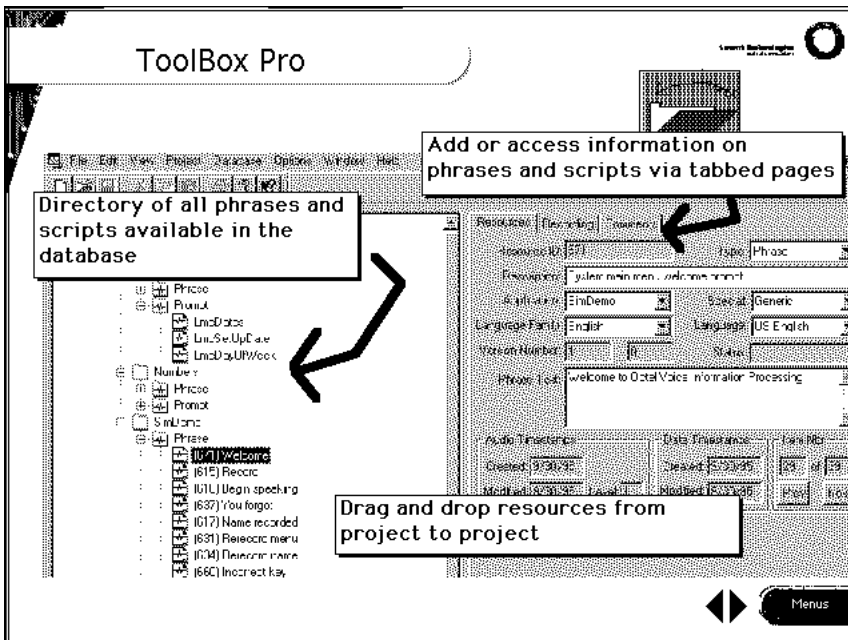
Tercel V/O: Toolbox Pro's Call Flow Builder and Phone Simulator has helped me customize my telephony interfaces faster and more effectively than ever before.



Toolbox Pro
Phrase Management

Tercel V/O: "The Resource Manager acts as the database librarian, tracking phrases and additional information regarding purpose and languages."

Visual: photo of file cabinet with Resource Manager icon on front and file folders displayed. Tabs of file folders highlight or pop up when mentioned in V/O.

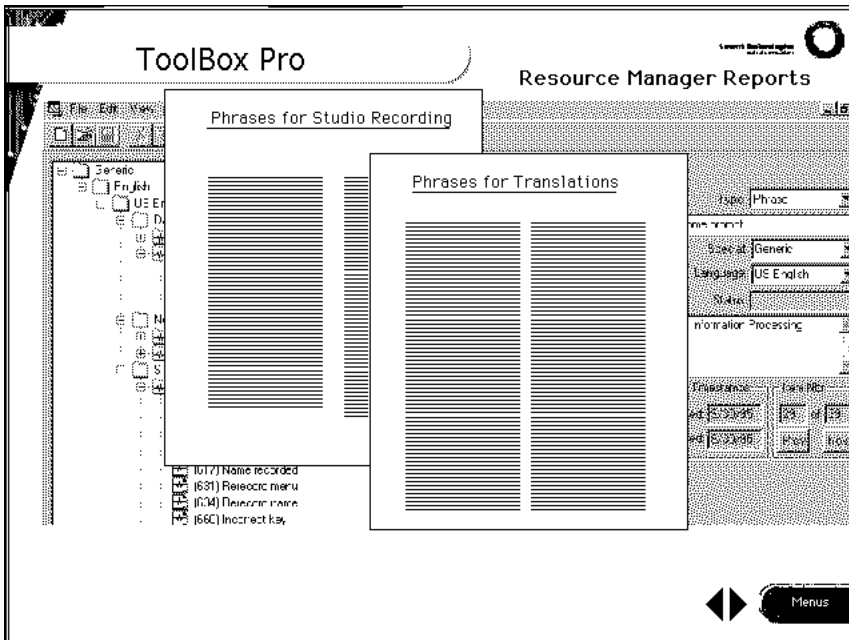


Toolbox Pro
Phrase Management

Tercel V/O: "The home view of the Resource Manager includes a directory of all phrases and scripts available in the database. I can copy resources, such as phrases, between projects with drag and drop."

Animation: Wipe on Resource Manager screen.

** NEW RESOURCE MANAGER SCREEN SHOT HERE **

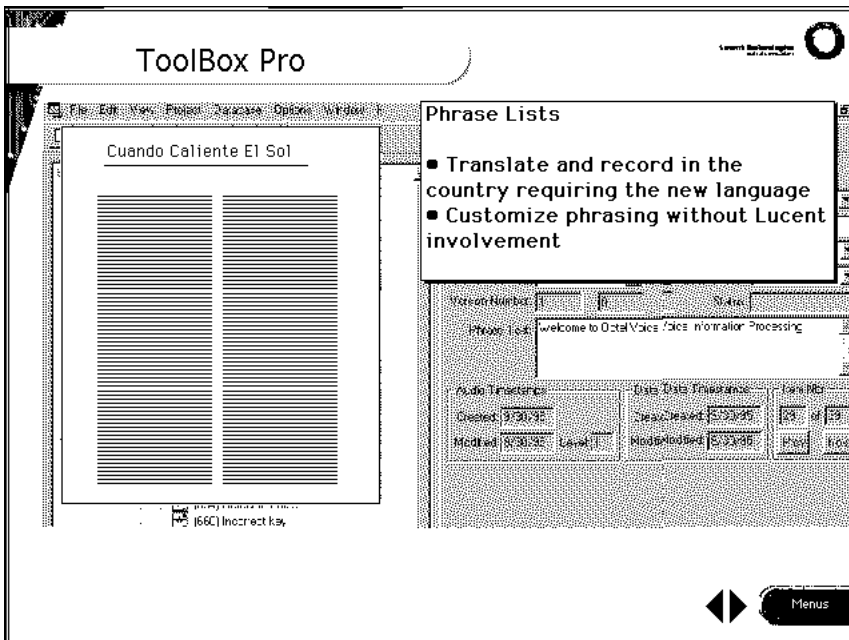


Toolbox Pro Phrase Management

Tercel V/O: "The Resource Manager provides a variety of reports, including phrases for studio recording as well as phrase lists for translations."

Animation: Reports wipe on.

** NEW RESOURCE MANAGER
SCREEN SHOT HERE **

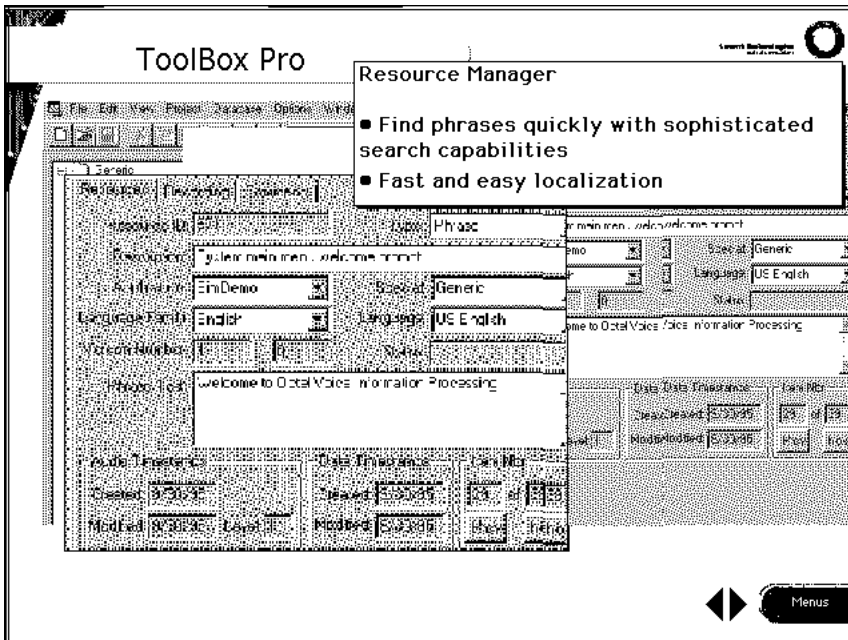


Toolbox Pro Phrase Management

Tercel V/O: "The phrase list allows new versions to be both translated and recorded in the country requiring the new language. So now we can do our own phrase customization, without going to Lucent."

Animation: Text on list changes languages (Spanish, French, German etc.)

** NEW RESOURCE MANAGER
SCREEN SHOT HERE **

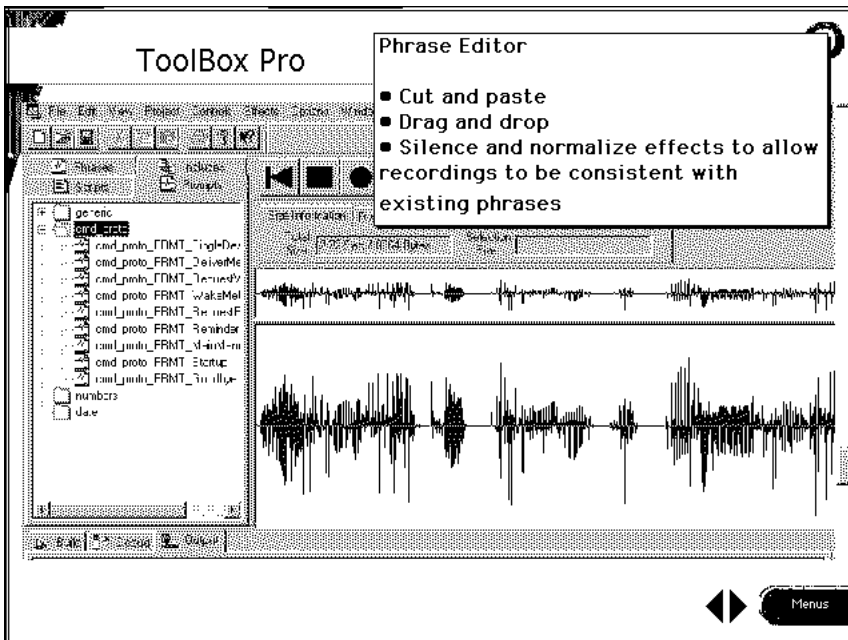


Toolbox Pro
Phrase Management

Tercel V/O: "Search capabilities let me find particular phrases, or groups of phrases, making local language customization even easier."

Animation: Squeeze up search dialogue.

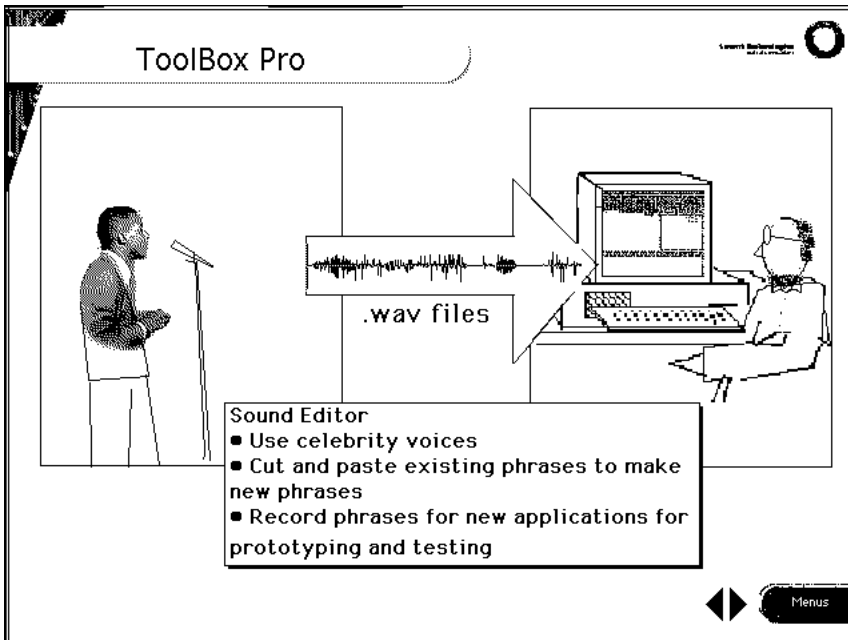
** NEW RESOURCE MANAGER SCREEN SHOT HERE **



Toolbox Pro
Phrase Management

Tercel V/O: "The Sound Editor lets us record and edit phrases on multimedia PCs. Along with standard editing capabilities like cut and paste, the Sound Editor also has other audio processing effects that make modifying phrases or prompts easy while ensuring consistent quality."

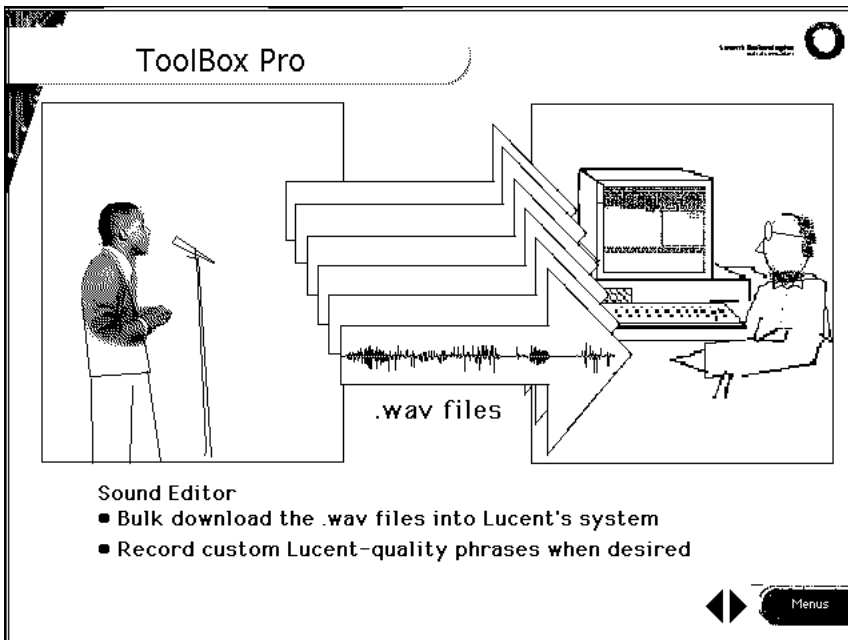
Animation: Wipe on sound editor screen. Wipe on text box with bullets in place.



Toolbox Pro *r8*
Phrase Management

Tercel V/O: "This sound editor creates and works with industry standard wave files, so we can use commercially available sounds and celebrity voices for branding or promotions. I can also edit existing phrases and record new phrases for prototyping and testing."

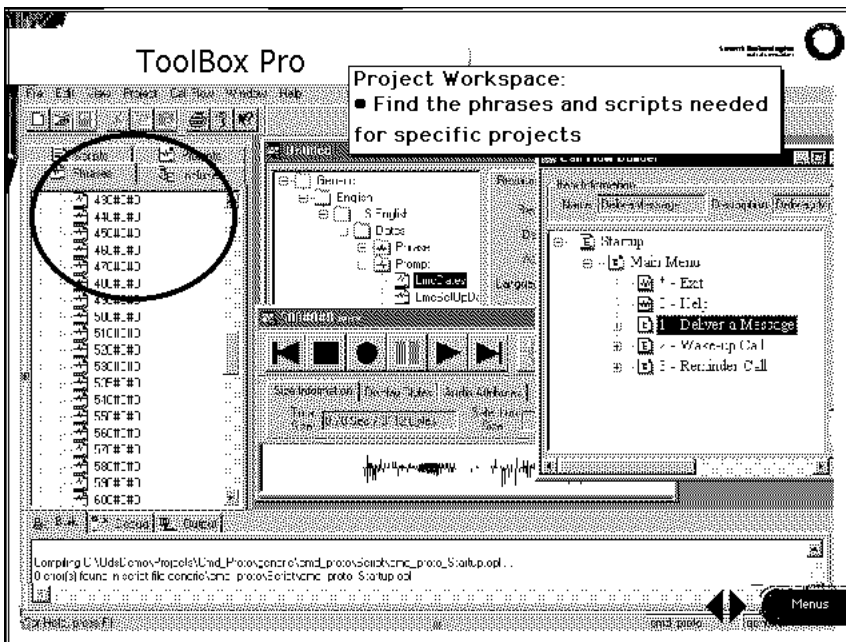
Animation: Wipe on photo of person in recording studio. Wipe on arrow and caption. Wipe on photo of developer at PC.



Toolbox Pro
Phrase Management

Tercel V/O: "When I need to differentiate my user interfaces with my own proprietary voices I can use ToolBox Pro to bulk download the wave files onto Lucent's system. Lucent still provides phrases for all user interfaces developed at Lucent, and will record phrases for me if I desire specific Lucent quality in my custom applications."

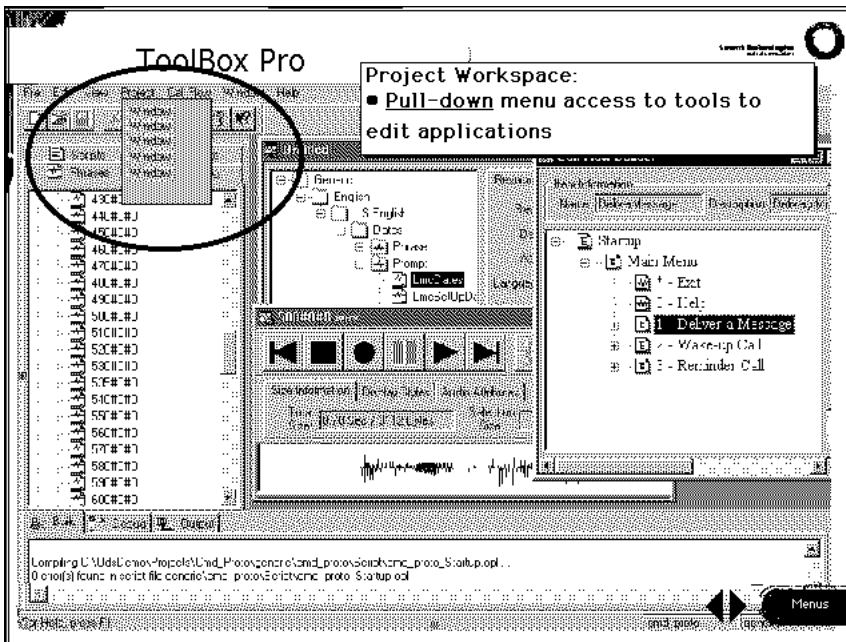
Animation: multiply arrows



Toolbox Pro Project Workspace

Tercel V/O: "I can find the phrases and scripts needed for specific products..."

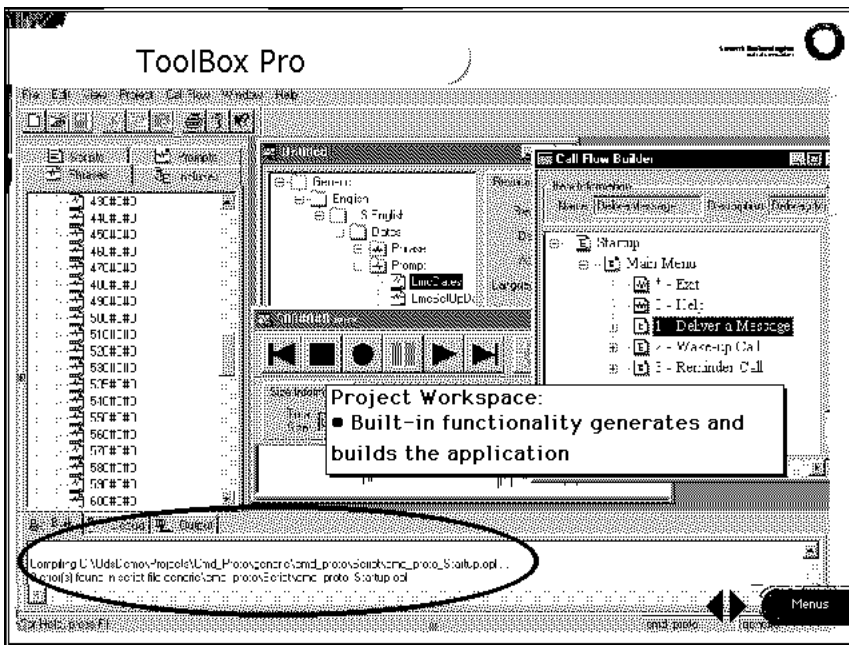
Animation: Highlight resource manager phrases. Wipe on text box with text in place.



Toolbox Pro *r8* Project Workspace

Tercel V/O: "...edit user interfaces or applications via pull down menus..."

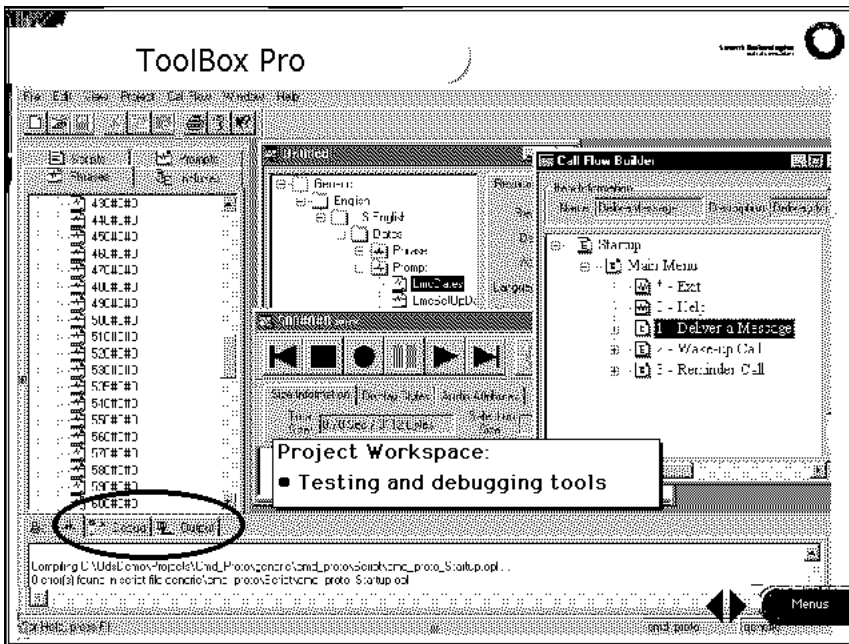
Animation: Highlight pull down menu. Wipe on text box with text in place.



Toolbox Pro Project Workspace

Tercel V/O: "...and the built-in functionality then generates and builds the application..."

Animation: Highlight build window. Wipe on text box with text in place.



Toolbox Pro Project Workspace

Tercel V/O: "...testing and debugging tools are also built in."

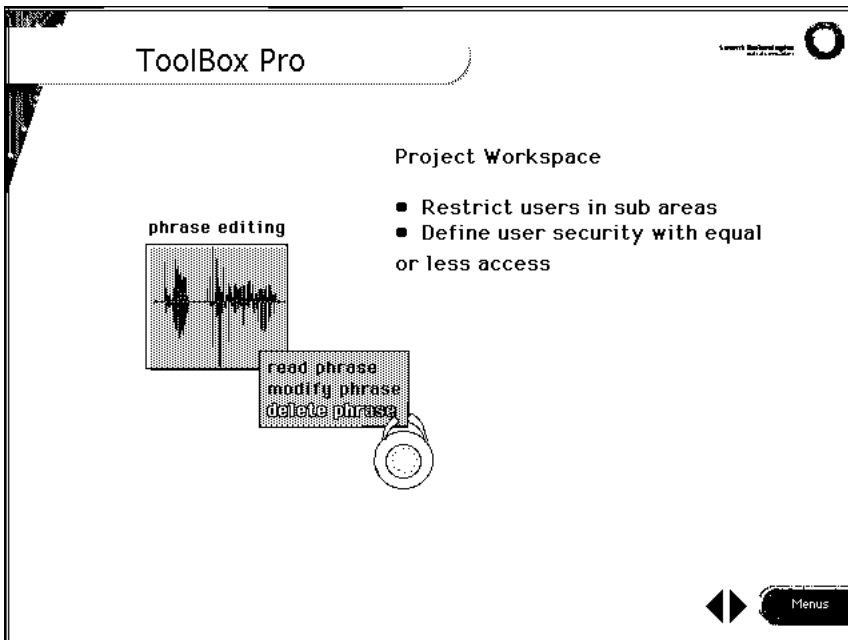
Animation: Highlight testing and debugging tabs. Wipe on text box with text in place.



Toolbox Pro Project Workspace

Tercel V/O: "I customize security access levels for each application. Areas of access fall into six distinct categories: general application, call flow editing, script editing, phrase editing, resource manager, and application bundling."

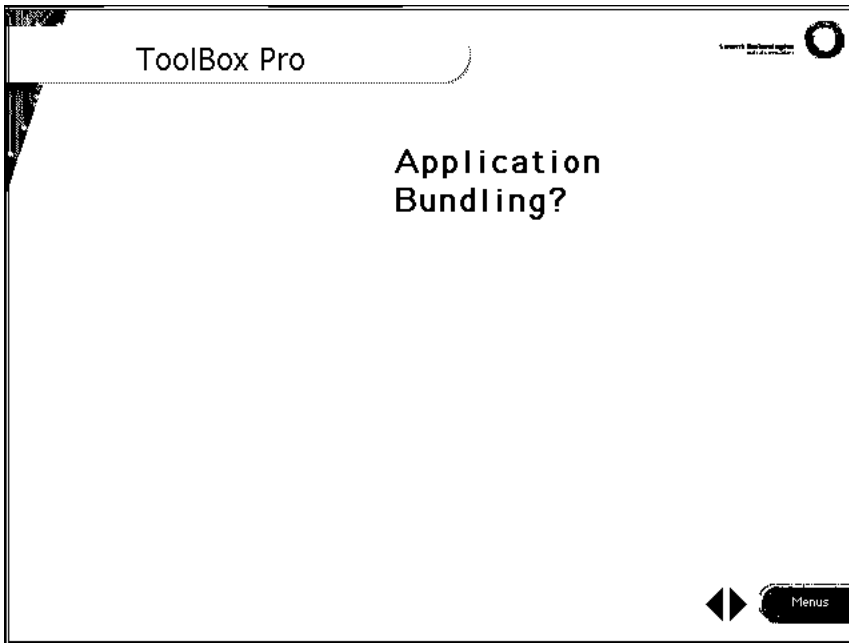
Animation: Wipe on icons and labels one at a time, then dissolve on locks synched with V/O.



Toolbox Pro Project Workspace

Tercel V/O: "I can also restrict users in certain sub areas. For instance, a user may have access to phrase editing and be able to read and modify existing phrases, but may not be allowed to delete any phrases."

Animation: Wipe off previous icons except phrase editor. Wipe on pull down menu. Dissolve on lock next to greyed-out delete option.



Toolbox Pro *r8*
Project Workspace_

Tercel V/O: "The optional application bundler allows us to bundle up a project for loading onto our IMA ESP system."



Toolbox Pro
Project Workspace_

Tercel V/O: "It's great having a Project Workspace that integrates all of the functions I need to create effective, custom user interfaces quickly and easily."