

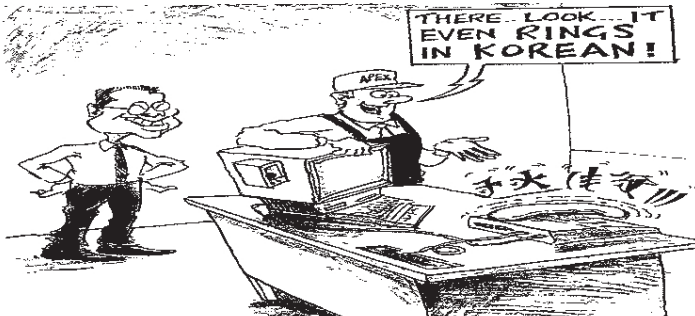
Apex goes Korean with OmniVox for Win NT

Apex Voice Communications has announced OmniVox for Windows NT/Korean, a Korean version of its computer telephony and call processing application development, runtime and management environment.

Apex says the solution will allow Korean developers to create computer telephony applications in their native language, compatible with local telephone standards.

The Korean version of OmniVox for Windows NT implements the double-byte character set (DBCS) that allows for the use of Korean characters. This gives Korean developers the capability to create enhanced services applications, using Korean characters, reducing development time and speeding time-to-market.

Apex says Korean characters can be used throughout OmniVox, as well as OmniView, the object-oriented service creation tool (appli-



cations generator) integrated with OmniVox.

The Korean version of OmniVox has been developed in association with the country's Locus Corporation, a software technology

company and valued added distributor of Apex.

Apex's Elhum Vahdat, says: "Our joint effort with Locus gives Korean developers a world-class CT product to use in their own native language."

Sun teams with Inference for k-Commerce customer service solutions

Web customer service company Inference has signed an agreement with Sun Microsystems which will see Sun augment its customer relationship management (CRM) capabilities through the use of Inference's k-Commerce product suite.

Inference says k-Commerce will allow Sun to deliver superior service and support by offering full Contact Centre access to customers, distributors, resellers and employees throughout its Enterprise Services division.

k-Commerce will enable Sun to use the knowledge of

its best sales and service representatives to provide accurate and consistent answers and solutions regardless of the access mode.

Anthony West, vp and technology officer of Sun enterprise services: "k-Commerce will help us mine the problem and solution information we have so that we can offer better solutions to our customers in less time.

"Additionally, we can share that data inside Sun and with our partners across the Web much more effectively."