ChoiceView now has Two-Way Visuals with Voice!

FOR IMMEDIATE RELEASE

Radish ChoiceView 2.0 Transforms Mobile / Enterprise Communications with 'Two-Way Visuals with Voice'

New features allow domestic/international callers to both send photos/videos and see any visuals while talking/texting on any network with mobile devices

Boulder, Colo. (June 20, 2012) — Radish Systems just released its ChoiceView™ 2.0 software that transforms mobile and enterprise unified communications with much-anticipated photo / video send features. Both callers and agents can now "See it and Hear it!"™ while talking or texting. ChoiceView 2.0 'two-way visuals with voice' transactions simplify the conversation and result in 5 times more understanding for both parties. Adding instant two-way visual and voice exchange to mobile transactions significantly changes the game for businesses that want to improve customer service worldwide. Domestic and international mobile device users can send photos and video clips without leaving the voice call or chat session. On the business end, contact center agents can seamlessly send any visual data (graphics, photos, documents, diagrams, videos, etc.) as well as see the caller's photos/videos. ChoiceView helps businesses save money, make money, and improve the mobile user experience. New SendView™ features benefit many types of transactions such as mobile commerce, technical support, and health care.

"As ACOs (accountable care organizations) become more prevalent, photos and videos will be imperative for remote care. It's happening right now! The federal government recently approved the first 27 ACOs for payment by Medicare and Medicaid," said Stephanie Reed, Federal Healthcare Account Executive, Global Technology Resources, Inc. "Remote care is a huge part of their service and it's growing due to rising costs for direct care and increasing numbers of patients."

"Two-way visual with voice exchange is the single-most requested feature by health care organizations because it can improve remote consultations. It allows health care professions to easily see wounds and other conditions to determine where to direct patients for timely medical care," said Tom Colomonico, Radish VP of Sales. "With ChoiceView, health care providers and patients can both send and see visual data during a conversation or while text messaging."

"We know that shaving seconds from average calling time can save companies millions," said [Radish CEO Theresa Szczurek](#). "Radish is improving mobile 'voice with visuals' communications with ChoiceView. New ChoiceView features are a dream-come-true for many businesses and care providers that no longer have to guess what callers are talking about. Callers can simply send a photo or video while talking or texting with a ChoiceView-enabled business. Of course ChoiceView already enables callers to receive any type of visual data from businesses. It will save time and increase callers' satisfaction to actually send photos instantly of their damaged cars, for example, while talking to insurance company agents. Technical and customer support, for example, are simplified when both parties have **'Wow, now I see what you are talking about™'** moments."

About Radish Systems

[Radish Systems](#), LLC improves the way organizations communicate with smart mobile device users through its award-winning ChoiceView Communications-as-a-Service (CaaS) technology platform. ChoiceView offers the next generation of multimodal unified communications, allowing visual information to be shared during a phone call with smart mobile device users using ANY phone, ANY network. The results are faster communications, lower operating costs, enhanced user experiences, and higher revenues. ChoiceView is available as a general mobile app on Apple and Android mobile devices; software for live and automated agents in enterprise contact centers as well as for individual PC users; and as a Software Developers Kit for inclusion in third-party mobile apps. Use cases include visual interactive voice response systems (Visual IVR), enhanced customer, patient, and technical support, and improved information exchange. For more information and a [demonstration](#), visit www.RadishSystems.com.

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