

TuVox buys NetByTel speech software business
By Lynn Graebner

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TuVox Inc. has purchased NetByTel Inc.'s speech application business. Financial terms of the purchase were not disclosed.

NetByTel, of Boca Raton, Fla., sells speech recognition software to companies so they can automate telephone calls instead of employing people to answer phones.

The acquisition grows **TuVox**'s customer base to more than 50 companies adding clients such as Office Depot, H&R Block, Shell and Wal-Mart. **TuVox** already had customers such as MCI, NetFlix, Oriental Trading Co. TiVo, TV Guide and the United States Postal Service.

The software enables natural language call routing, self service transactions and product support.

The deal is expected to close by Sept. 30.

Privately-held **TuVox**, based in Cupertino, plans to open an office in Florida to house the new teams it has acquired but has not decided when that location will open.