



USAN Gets High Marks for Hosted Contact Center Offering

Strong Customer Satisfaction Scores in the DMG Consulting 2009 Hosted Contact Center Infrastructure Market Report

NORCROSS, Ga., 10 December 2009 – USAN today announced its Hosted Contact Center solution received the highest possible overall customer satisfaction rating in the 2009 Hosted Contact Center Infrastructure Report from DMG Consulting LLC, a market research firm specializing in contact centers and real-time analytics. Customers surveyed in the report gave USAN an overall hosted solution satisfaction rating of 5.0 on a five-point scale, based on their entire experience. The company also received the highest scores in hosted solution service and maintenance with a perfect score of 5.0, demonstrating that customers were highly satisfied with how the relationship continues after implementation.

USAN's hosted contact center strategy is to deliver a complete and feature-rich set of tightly integrated call center products and consulting services that is equivalent to or surpasses the capabilities of the large on-premise solutions. USAN's solution enables companies to take advantage of the secure partitioning and session initiation protocol (SIP)-based voice over IP (VoIP) applications that support a safe cloud computing model to provide hosted contact center functionality to internal and external customers.

The 2009 report detailed some of the strengths of the USAN Hosted Contact Center solution including a full-featured outbound solution integrated with inbound capabilities and a comprehensive product set that includes ACD, CTI, dialing, IVR, workforce management, quality assurance, recording and performance management. Additionally, DMG cited USAN's fully localized agent, supervisor and administrative components as differentiators.

"Our hosted contact center customers enjoy the flexibility of a secure hosted solution and the benefits of the call center's complete capabilities outward to the end-users," said Steve Walton, USAN's Chief Executive Officer. "USAN delivers solutions that reduce costs and improve organizations customer experience strategies, as acknowledged by our rankings in this report."

USAN offers both a SIP based VoIP platform and a traditional TDM platform that delivers the full-featured automatic call distribution (ACD), Interactive Voice Response (IVR), Speech recognition, predictive dialing, workflow management, multichannel recording, comprehensive reporting and quality management applications.

About USAN

Since 1989, USAN has been perfecting customer touch points by providing enterprises and carriers with hosted call center solutions that connect people with information more quickly and intuitively, increasing customer loyalty, and reducing operational costs. USAN provides a comprehensive portfolio of call center products - flexible network-based interactive voice response (IVR) systems, outbound dialers and automatic call distributors (ACDs) - all built upon a fifth-generation carrier-grade infrastructure that delivers "five nines" of availability and proven scalability. Additionally, USAN constantly reinvests in its people and technology to remain ahead of the technology curve for enhanced voice services and to maximize profitability through the most efficient use of that technology. For more information, visit us at www.USAN.com.