



USAN SaaS Contact Center Revolution at SpeechTEK 2010

Increasing customer loyalty and connecting people with information faster

NORCROSS, GA – JULY 22, 2010 – Make customer satisfaction the cornerstone of your company. USAN Contact Center solutions allow enterprises to contact more people quickly, providing customers with the information they seek, and connecting them with the right agent to meet their business needs. USAN's SaaS based solutions will enhance customer service, overcome obstacles using speech, and cut unnecessary costs simultaneously, making USAN the go to solution for enterprises. To experience the USAN difference, visit booth 520 at SpeechTEK 2010 in New York, NY at the Marriott Marquis, August 2-4.

Providing end customers the ability to serve themselves through an IVR that is speech or touch-tone enabled, while adding personalization and customization to enrich the experience is the heart of the revolution. Barriers to using speech continue to fall enabling quick and efficient customer satisfaction through benefits like multi-language availability and improved cost efficiency. The IVR can be customized to meet the needs of individual enterprises and their customers, and can be constructed to support an extensive range of speech-enabled capabilities that provide unmatched variety and flexibility in managing the contact center. USAN grasps how different customers request information and what information needs to be supplied in order to create the most beneficial customer experience.

"Using the best contact center tools will provide an excellent customer experience which sets enterprises apart from their competition. USAN customizes and localizes speech recordings to improve the caller experience and increase retention," said Steve Walton, CEO of USAN. "USAN's SaaS Contact Center solutions provide innovative ways to use speech to meet the goals of the business while reducing costs."

USAN's Cloud Contact Center solution suite allows enterprises to only pay for what they use while having peace of mind afforded by a reliable and redundant infrastructure. USAN's hosted solutions pull customer specific data from back-end hosts to marry multiple locations into a single agent or manager interface and present a consistent face to their customers. Centralization of resources has never been easier to view or manage.

About USAN

USAN provides a portfolio of world-class SaaS contact center solutions to enterprises and carriers over a high-availability (99.999%), fully redundant infrastructure. The USAN platform in the cloud offers comprehensive products from automatic call distributor (ACD), interactive voice response (IVR) with speech, outbound dialer, workforce management, call recording to Vision reporting. To learn more about the USAN difference, visit www.USAN.com.