



USAN Exhibits SaaS Contact Center at ACCE 2010

NORCROSS, GA – JUNE 12, 2010 – Do you have the latest contact center technologies? Would saving on CapEx help you execute more efficiently? Are you looking for ways to reduce costs and increase customer satisfaction? USAN's leading hosted contact center solutions will provide the platform required to successfully transform your call center into a lean, highly productive business unit. To learn more, visit USAN at Pod #13 at [ACCE 2010](#) at the Sheraton New Orleans Hotel June 15 – 16, 2010 or [schedule a time](#) to learn more.

USAN offers an industry leading SaaS multi-channel call center platform and a distinctive approach to IVR utilization that enables unparalleled choice and flexibility in managing the overall contact center. Frequently disparate back office systems make it difficult for call centers to provide the most up-to-date and accurate information quickly. USAN taps into all the back offices systems and USAN's own intelligent databases can augment resources to provide accurate data and increase customer self service. Most end users will be able to find the information they are searching through a highly intelligent, personalized IVR. The USAN IVR is tightly integrated with our ACD/Dialer platform to provide a computer telephony interface (CTI) for agent screen POPs.

USAN's ACD/Dialer is a customizable software platform integrated with our unique switching infrastructure to provide intelligent agent routing, preview, automatic and predictive dial modes, recording and monitoring, workforce management, quality management and coaching and learning. Our ACD can intelligently route calls to geographically dispersed agents based on business-defined, service-management rules. The service integrates with email, web, instant message and phone services.

USAN's outbound dialer leaves messages with updates on appointments, claims, orders and outstanding questions or allows the customer to interact independently with the system to resolve anything, from anywhere. By including proactive customer handling in the overall communication strategy, organizations reduce operational costs all while improving the customer's experience.

"USAN understands the variety of competing requirements that an organization has for the contact center – first call resolution, excellent service, reduce costs. Businesses must find more innovative ways to solve the issues at the forefront of their industry – from healthcare to financial services," said Steve Walton, CEO of USAN. "We are delighted to have extended our USAN Contact Center solutions to meet the needs of these organizations to improve their communication with their customer while reducing costs."

To hear more about what other enterprise customers have already found true with USAN, [contact us](#).

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.