



NEWS RELEASE

Media Inquiries:

Chris Mills, Servion

+1 609 987 0044

cmills@servion.com

lynnnewman@avaya.com

Media Inquiries:

Lynn Newman, Avaya

908-953-8692

Servion's iAssist Solution Now Rated "Avaya Compliant"

Princeton, NJ, October 19, 2009 - Servion Global Solutions, a specialist in the Customer Interaction Management domain today announced that its iAssist Version 1.0 is compliant with Avaya Voice Portal 5.0 and Avaya Aura™ Communication Manager 5.2 solutions. Avaya is a leading global provider of business communications applications, systems and services.

The iAssist product suite includes packaged applications that help businesses enhance the effectiveness and efficiency of customer interactions.

- 1) **Callback Manager:** Offers queue management capabilities by providing Contact Centers with the ability to offer callers in queue the option to continue to wait in queue, request a call back when an agent of a particular skill set is available or schedule a call back for a later caller specified date and time. The capability to also log web callback provides a powerful callback management capability over voice and web.
- 2) **CallSurvey Manager:** Allows callers to participate in an automated survey on the self-service platform. Typical surveys like caller experience on their interaction with agents, or product feedback can be easily captured. Surveys can be created and assigned dynamically and reports for the same can be captured and analyzed.
- 3) **Order Status:** Typically allows retail companies to offer automated services for their end customer to check the status of their orders on the self-service platform. Order placement and cancellation process is also available.
- 4) **Store Locator:** Allows companies to activate the feature for their end customers to locate the nearest business office on the self-service platform. Zip codes or city names can be used to locate the nearest store.

iAssist gives customers the choice to purchase individual application licenses and upgrade to other applications as and when required.

"In the current economic scenario, Contact Centers need to closely monitor costs and profitability. iAssist is a powerful product suite that helps organizations enhance customer interaction experience while keeping costs under control" says **Chris Mills, General Manager - Americas at Servion**. We appreciate Avaya's commitment to provide its customers with solutions that are fully compatible with Avaya Voice Portal. Avaya's product integration work ensures

successful product interoperability and thereby cost savings for enterprises” he continues.

For more information on iAssist, write to appsales@servion.com

Servion is a member of the Avaya DevConnect program—an initiative to develop, market and sell innovative third-party products that interoperate with the Avaya technology and extend value of a company’s investment in its network.

As a Platinum member of the program, Servion is eligible to submit products for compatibility testing by the Avaya Solution Interoperability and Test Lab. Avaya engineers develop a comprehensive test plan for each application to verify whether it is Avaya compliant. Doing so ensures businesses can confidently add best-in-class capabilities to their network without having to replace their existing infrastructure—speeding deployment of new applications and reducing both network complexity and implementation costs.

*“By offering compliance testing to the many innovative companies like Servion who are members of our DevConnect program, Avaya promotes fully interoperable solutions that help businesses unleash powerful new possibilities,” says **Eric Rossman, Vice President, Developer Relations and Technical Alliances, Avaya.** “They are able to use Unified Communications to connect employees and customers to information from wherever they are, over whatever device they have available - getting more out of their multivendor network and delivering new value to their bottom line.”*

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com. For more information on the Avaya DevConnect program, visit www.avaya.com/devconnect.

About Servion

Servion specializes in Customer Interaction Management (CIM) solutions that help organizations design and deliver superior experience for their customers. With its expertise spread across consulting, implementing and managing CIM solutions and technologies, Servion enhances the effectiveness and efficiency of customer interactions for over 400 enterprises across 41 countries. On an average, Servion’s solutions handle over 7 billion interactions every year across multiple channels and industry verticals, positively impacting customer satisfaction and contact profitability. For more information, log on to www.servion.com

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