

FOR IMMEDIATE RELEASE

Monday 01 September 2008

**CallScripter announces latest innovation –
CallVault Call Recording Solution...**

CallScripter are delighted to announce the launch of the latest addition to their complete Contact Centre Software Suite – **CallVault**.

CallScripter have firmly established themselves as the expert in providing simple, yet effective solutions to the contact centre industry. With CallScripter's new CallVault solution, today's modern Contact Centres can implement a secure, affordable call recording strategy almost instantly. This revolutionary solution provides UK business with an affordable, secure and simple method of monitoring telephone activity whilst adhering to CallScripter's policy of remaining independent from any particular Telephony platform.

Call recording has become widely accepted as the most reliable method of resolving disputes, and also provides a fail-safe method of training and improving the skills of Contact Centre agents. Working independently of any existing telephony platform, CallVault will record every single inbound and outbound call and store it securely onto the server. Records can then be easily retrieved and interrogated thanks to the simple user interface. Calls are backed up automatically every hour and are stored on a secondary storage device, providing absolute peace of mind at all times.

CallVault is available either as a standalone recording solution or as a fully integrated part of the CallScripter customer interaction suite, where recordings can be tied directly to the data captured by the agent. CallVault offers a comprehensive recording solution for any contact centre operation.

In keeping with the CallScripter philosophy, CallVault utilises an entirely web-based interface that is intuitive, yet remains simple to use. CallVault has been designed as a business-critical application, to provide unrivalled reliability. We utilise only the best Intel XEON-powered Dell servers, which have been proven to be amongst the most reliable on the market.

CallVault is built upon the VoiceSafe solution from technology house – C A Solutions (CAS). Originally concentrating on building technology for the Automotive industry, CAS was acquired by the Daily Mail and General Trust (DMGT) in 2006 and forms a cornerstone in the DMGT Digital Division.

CallScripter will be exhibiting at Call Centre Expo on Stand G1 on Tuesday 16th and Wednesday 17th September 2008.

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Notes to Editors:

CallScripter is part of County Contact Centres PLC, the AIM listed business services group, whose interests include software and outsourced contact centres. Headquarters are in Ipswich, Suffolk with global partners in the USA, Australia, France, Germany and the Netherlands.

With an existing client base from a wide range of industries including Outsourcers, Financial Services, Helpdesk, Telemarketing, Internet Providers, Accident Management and Charities, CallScripter is the perfect application for any customer-facing environment.

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