

MEDIA RELEASE

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CALLSCRIPTER – AWARD WINNING TECHNOLOGY

CALLSCRIPTER, the complete contact centre solutions company, can now officially be classed as award winning software.

Having beaten off stiff competition, including two of our major competitors, we are delighted to have been awarded second place in the Call Centre Helper Top 10 Call Centre Technology listing.

With client support and enthusiasm being at an all-time high for this Suffolk-based company, taking the number 2 spot tops off a great year for CallScripter.

Kevin Ellis, CallScripter Sales Director, said: “It’s a great achievement for us to be recognised in this way. Knowing that our end-users and clients have voted for us makes it all the more special, as it demonstrates to us that our developers and support teams are doing a terrific job. We know it’s a great product, our clients know it’s a great product, and now the call centre industry do too!

Jonty Pearce, Editor of Call Centre Helper, commented: “What has differentiated these awards is the ability for individual users to vote on their favourite products. CallScripter had a wide range of votes from a large number of different customers. The CallScripter product was singled out for its scripting capability, ease of use and its strong support.”

Typical voter comments included:

“CallScripter has saved so much time and money by reducing the need for such heavy and in-depth training due to its excellent scripting ability.”

“The product extracts the essential information from the caller to pass to the client or the recipient of the information.”

“It has simplified creating pop scripts and made our agents far more productive and happier.”

Now the aim is to be the number 1 Call Centre Technology product next year!

ENDS

Notes to Editors:

IPPlus PLC is an AIM listed business services group, whose interests include software and outsourced contact centres. The group, whose headquarters are in Ipswich, Suffolk, trades under three main trading styles: Ansaback, CallScripter and IP3 Telecom.

Ansaback is a 24 hours a day, 7 days a week bureau telephony service providing overflow and out of hours call handling, emergency cover, dedicated phone resources, non-geographic, low call and freephone telephone facilities, as well as disaster recovery lines and other ancillary telecommunications services.

CallScripter is an enhanced customer interaction software suite, specifically developed for contact centres, telesales and telemarketing operations. By introducing **CallScripter's** dynamic scripting environment into their organisation, clients will gain immeasurable benefits to themselves, and their customers. The software facilitates the rapid set-up, handling and reporting of sophisticated inbound, outbound and email campaigns. The current client database encompasses a wide range of industries including outsourcers, financial services, helpdesk, telemarketing, internet providers, accident management and charities, meaning that it is the perfect application for any customer-facing environment.

IP3 Telecom provide a range of network-based interactive call services on either a managed basis or self-serve option. Clients can route their required services through IP3's web portal, allowing them to monitor their call traffic on real-time. Alternatively IP3 can generate periodic reports via email. The web portal allows fast and efficient configuration of services and is hosted across resilient platforms with triple redundancy for location, infrastructure and service providers. Web access allows for remote management from anywhere in the world, without any proprietary software requirement.

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