

MEDIA RELEASE

Friday 13th November 2009

NEW STARTERS FOR SOFTWARE SOLUTIONS COMPANY

CALLSCRIPTER, the international call centre software company and part of IPPlus UK Limited, are delighted to announce an expansion of their core team, with the introduction of three brand new staff members.

To boost our existing dedicated sales team, we have appointed Nigel Harris and Kyle Cooke to help with our continued business development. Their focus will primarily be to increase market penetration, for both our hosted and premise based solutions, however they will also be heavily involved in looking after the needs of our existing customers whilst constantly on the lookout for new opportunities.

With Nigel, 44, coming from a long and varied career in sales, and having been based mainly in the Far East, we are hopeful that he will bring some international flavour to the business, along with some bright ideas. Kyle's background is that of retail sales, meaning that he will be a great asset when it comes to face-to-face selling at the many exhibitions we attend, and dealing with both potential and existing clients on a day-to-day basis.

Nigel says "Having been tasked with helping to drive the CallScripter product forward, I am extremely enthusiastic about the product itself. The confidence in CallScripter that I have already seen demonstrated from clients and operators is a testament to the abilities of the technical team."

Kyle, 23, commented "This is a completely new environment for me, but one in which I think I will thrive. I'm excited to get started properly, and am looking forward to a long and prosperous career with CallScripter."

In addition to Kyle and Nigel, we have also recruited Rachael Drouet to take on the role of Training and Education Manager. Rachael will be writing and delivering training to customers, documenting standard processes, and ensuring consistency in the way in which technical information is presented.

Having previously worked for BT, Linklaters and WWP in an IT training/project management capacity, Rachael, 37, joins us from CEVA Logistics where she spent seven years as an IT Trainer/Analyst.

Rachael says “I can’t wait to immerse myself into the challenges that my new role will bring. CallScripter has a genuine ‘teamwork’ ethos and I am already encouraged by the fact that everyone seems extremely focused on working together to achieve great results.”

CallScripter is a complete software solution, offering contact centre solutions for a wide range of sectors. Kevin Ellis, Sales Director of CallScripter, said “It is always exciting when a new consignment of staff is taken on. However we at CallScripter feel that this new intake is particularly creative and innovative, and will make real inroads within the organisation. 2010 is shaping up to be a great year for our organisation, and Nigel, Kyle and Rachael will be instrumental in the forthcoming developments.”

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.

Press Contact: Emma Noye
Direct Tel: 0844 544 8831
Email: emma@callscripiter.com

IPPlus Plc 2 Melford Court, The Havens, Ransomes Europark, Ipswich, IP3 9SJ www.ipplusplc.com