



Press Release from SpliceCom

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SpliceCom and Rostrvm Solutions Combine to Deliver Advanced VoIP Call Centre Applications

21 September 2005 - Chorleywood and Woking (UK); SpliceCom and Rostrvm Solutions Limited, have combined to integrate the **rostrvm** inbound and outbound call centre applications with SpliceCom's **maximiser** business telephone system.

"The relationship with Rostrvm Solutions adds a new dimension to the call centre applications available to **maximiser** users." says Robin Hayman, SpliceCom's Director of Product Management. "The **rostrvm/maximiser** combination delivers automated outbound call handling, such as the **rostrvm** predictive dialler, in addition to advanced inbound contact management."

The **rostrvm/maximiser** combination offers comprehensive call centre functionality including:

- Skills based and data directed multimedia ACD
- Preview, progressive and predictive dialling
- CTI screen pop with voice & data transfer
- Scripting support tools for call centre agents
- Web based Management information

Commenting on the relationship Ken Reid, Rostrvm's Marketing Director said, "**maximiser's** support for traditional telephony, Voice over IP and location independent working offers tremendous choice. Bringing **maximiser's** future-proof infrastructure together with our call centre software provides the functionality and flexibility that all call centres need to deliver the highest quality customer service."

Notes for Editors:

SpliceCom is a privately-funded company, whose management team were behind the two most successful UK voice and data convergence companies of the 1990's - SDX Business Systems and Network Alchemy. SpliceCom's **maximiser** product family combines voice, video and web enabled IT applications within a single system, providing tangible business benefits for all types of companies, irrespective of their size. These products are only available via selected dealers, value added resellers and systems integrators - they are not sold directly, nor are they available via distribution. Having commenced shipments in early 2003, **maximiser** was voted the "Most Innovative Product" at one of the UK's premier communications trade events, Comms Channel Expo 2004, whilst SpliceCom's PCS 50 for Mac OS X IP Softphone/Phone Partner application picked up this year's award.

Rostrvm Solutions Limited is a software company. We design, develop and support the rostrvm suite of applications that make call centre technologies and contact management processes work efficiently and effectively. Our solutions allow organisations to exceed business objectives while delivering high levels of service and a pleasant customer experience.

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