

PRESS RELEASE

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ASC Introduces EVOip for Linux

New VoIP Recording Solution Adds SIP Support

Hoesbach/Germany, April 11, 2005 – ASC (www.asctelecom.com), a leading provider of performance improvement solutions for contact centers, financial institutions, and public safety and government organizations, today announced the world's first Linux-based VoIP recording solution and highlighted the addition of SIP (session initiation protocol) evaluation capability.

Linux provides a very stable environment for mission-critical applications; includes all UNIX standard tools; offers excellent networking capability and an advanced graphical interface built into the operating system; and, most importantly, uses an open-source architecture that is continually being improved.

SIP, an emerging industry standard, consists of an Internet protocol that enables the use of IP telephony switches without proprietary support.

Gerd Junker, Director Sales of ASC, said, "ASC's customer-centric approach is based on flexible solutions in multiple environments. For example, we are currently offering our VoIP recording solutions for Windows and Linux to create an even more powerful system. We look forward to continuing this service-oriented approach, encompassing reseller programs and comprehensive technical support as well as the products themselves."

EVOip for Linux records and automatically tags VoIP calls with selected parameters such as agent I.D. or time of transmission. It provides for immediate decision-making with "record-on-demand," to start recording; "keep/delete," to choose whether to store the call; "pause/resume," to start or stop recording the current call; and "last call repeat," for immediate replay. A display indicates whether the current call is being recorded, and many of the functions utilize the browser interface on Cisco phones. In addition, supervisors now may monitor up to eight concurrent VoIP calls live.

EVOip for Linux may be installed on a customer-provided "off the shelf" server. The product is being tested by the Cisco Technology Program for integration with Cisco CallManager and also supports the use of XML, G.729 compression and the powerful ADI application for record-on-demand and call tagging.



About ASC

ASC, headquartered in Hoesbach, Germany, is a leading global provider of integrated communications recording and performance improvement solutions for contact centers, financial institutions, and public safety and government organizations. With more than 40 years experience in the communications industry, ASC has over 20,000 installations in more than 60 countries.

Focused on quality, liability and risk management, ASC's communications recording solutions preserve, evaluate and analyze all customer interactions by telephone (including VoIP), fax, e-mail, web chat / browsing and desktop computer activity in both traditional and Web-based environments.

ASC's quality monitoring solutions improve the performance of contact center agents and the entire customer experience. The browser-based products are easy to access, use and deploy, and increase productivity and customer loyalty while decreasing staff turnover and security risks.

With subsidiary companies in the United States, UK, France, Switzerland and Singapore, and selected distribution partners, ASC integrates with leading providers including Alcatel, Avaya, Avaya-Tenovis, Cisco, Etrali, Mitel, NEC, NextiraOne, Nortel and Siemens, allowing customers to easily implement ASC solutions in almost every environment.

Contact

Katrin Henkel, PR & Communications
ASC telecom AG · Seibelstrasse 2 · 63768 Hoesbach / Germany
Phone: +49 6021 5001-264 Fax: +49 6021 5001-310
k.henkel@asc.de
Visit us at www.asctelecom.com.