

Delta Air Lines Implements ac² Solutions Advanced Workforce Optimization Portal Technology

Major airline turns to ac² Solutions for help in optimizing contact center workforce.

HAZLET, NJ, October 6, 2005—Delta Air Lines (NYSE: DAL) and ac² Solutions, a provider of innovative workforce management solutions for contact centers, today announced that Delta Air Lines has implemented the Advanced Workforce Optimization (AWO) Portal. The product has been developed using breakthrough process technologies that have been developed after years of scientific research in mathematical optimization.

“We were looking for a solution that could enhance the customers’ experience and optimize the work schedules of our agents,” said Steve Scheper, Vice President-Reservation Sales at Delta. “Our selection team agreed that ac² Solutions’ AWO Portal was the solution to meet our needs, providing by far the highest schedule efficiency and functionality available on the market today.”

The AWO Portal works together with Delta’s current workforce management system to provide a fully integrated scheduling environment, ensuring that Delta optimizes performance in their 12 North American call centers.

“We’re very proud that Delta has seen such a positive result from their implementation of the AWO Portal. Our optimization technology takes Delta far beyond what traditional workforce management systems have to offer,” said Turgut Aykin, Ph.D., President of ac² Solutions. “We believe that we can provide Delta with a significant competitive advantage by reducing costs and improving service.”

About Delta Air Lines

Delta Air Lines is the world’s second-largest airline in terms of passengers carried and the leading U.S. carrier across the Atlantic, offering daily flights to 484 destinations in 87 countries on Delta, Song, Delta Shuttle, the Delta Connection carriers and its worldwide partners. Delta's marketing alliances allow customers to earn and redeem frequent flier miles on more than 14,000 flights offered by SkyTeam and other partners. Delta is a founding member of SkyTeam, a global airline alliance that provides customers with extensive worldwide destinations, flights and services.

About ac² Solutions

Formed by experienced and highly skilled professionals from Bell Laboratories, IBM Global Services, and Rutgers University, and propelled by more than 10 years of scientific research on contact center optimization, ac² Solutions aims to be the leading provider of contact center optimization technology. Our products empower our clients with the state of the art management solutions using our proprietary forecasting and optimal agent scheduling technologies, and provide a differentiating and sustainable cost and service quality advantage. Further information can be found at <http://www.ac2Solutions.com>.

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