

## Press Release

### **ac2 Solutions Receives 2009 Product of the Year Award Presented by *Customer Interaction Solutions*® Magazine**

#### ***Advanced Workforce Optimization Portal Honored for Exceptional Innovation***

Hazlet, NJ, March 10, 2010 — **ac2 Solutions** announced today that **its *Advanced Workforce Optimization Portal*** has received a 2009 Product of the Year Award from [Technology Marketing Corporation's](#) (TMC®) [Customer Interaction Solutions](#) magazine, the leading publication covering CRM, call centers and teleservices since 1982.

Using the advanced workforce optimization technologies developed by ac2 researchers in advanced statistical and mathematical optimization, the AWO Portal answers the industry's need and delivers breakthrough performance improvements. The AWO Portal revolutionizes workforce optimization (WFO) with the next generation technologies such as Artificial Intelligence, Advanced Forecasting Technologies, Concurrent Optimal Scheduling, Multi-skill/Multi-site/Multimedia, Multi-criteria Schedule Manager, Multi-criteria Vacation Planner, Integrated Strategic Planner, Performance Optimizer, Agent Workstation, and 100% Web Based architecture.

"I am pleased to honor **ac2 Solutions** for its hard work and success. **ac2's** dedication to improving the quality of technologies to better the contact center experience as well as the ROI for companies that use them," said [Rich Tehrani](#), CEO, TMC. "For 12 years, *Customer Interaction Solutions* magazine has honored companies that show excellence in advancing technologies and application refinements," he added.

The 12<sup>th</sup> Annual Product of the Year Awards winners will be featured in the January 2010 issue of *Customer Interaction Solutions* magazine, [www.cismag.com](http://www.cismag.com).

For more information about the *Customer Interaction Solutions'* 2009 Product of the Year Awards or any of the TMC media properties, please visit [www.tmcnet.com](http://www.tmcnet.com).

#### **About ac2 Solutions**

Formed by experienced and highly skilled professionals from Bell Laboratories, IBM Global Services, and Rutgers University, and propelled by more than 15 years of scientific research on contact center optimization, **ac2 Solutions** is the leading provider of new generation contact center optimization technologies. Our products empower clients with the state of the art management solutions using our proprietary artificial intelligence,

advanced forecasting, concurrent optimal agent scheduling, multi-criteria optimization technologies, and provide a differentiating and sustainable cost and service advantage. For more information, visit [www.ac2solutions.com](http://www.ac2solutions.com)

### **About Customer Interaction Solutions**

Since 1982, [Customer Interaction Solutions](http://www.cismag.com) (CIS) magazine has been the voice of the call/contact center, CRM and teleservices industries. *CIS* magazine has helped the industry germinate, grow, mature and prosper, and has served as the leading publication in helping these industries that have had such a positive impact on the world economy to continue to thrive. Through a combination of outstanding and cutting-edge original editorial, industry voices, in-depth lab reviews and the recognition of the innovative leaders in management and technology through our highly valued awards, *Customer Interaction Solutions* strives to continue to be the publication that holds the quality bar high for the industry. Please visit [www.cismag.com](http://www.cismag.com) for more information.