

Press Release

ac² Solutions Receives 2007 Product of the Year Award Presented by *Customer Interaction Solutions*[®] Magazine

Advanced Workforce Optimization (AWO) Portal Honored for Outstanding Innovation

Matawan, NJ (December 7, 2007) — *ac² Solutions* (www.ac2solutions.com) announced today that its *Advanced Workforce Optimization Portal* has received a 2007 Product of the Year Award from Technology Marketing Corporation's (TMC[®]) *Customer Interaction Solutions* magazine (www.cismag.com), the leading publication covering CRM, call centers and teleservices since 1982.

"We are honored that our Advanced Workforce Optimization Portal has received the 2007 Product of the Year Award from the TMC's *Customer Interaction Solutions* magazine for its New Generation workforce management technologies," said Dr. Turgut Aykin, ac² President and CEO. "ac² Solutions has been the leader in the research and development of advanced workforce optimization technologies for contact center forecasting, concurrent optimal scheduling, artificial intelligence for WFM, multi-criteria schedule and vacation bidding, strategic planning, performance optimization, and agent lifestyle management. Our New Generation workforce management technologies enable our clients to achieve differentiating and sustainable cost and service advantages through a quantum leap in forecast accuracy, schedule efficiency, and performance optimization. The Product of the Year award from the TMC's *Customer Interaction Solutions* magazine recognizes the innovations brought by the ac² team that revolutionize workforce management."

The AWO Portal offers New Generation workforce management technologies in an integrated environment for managing data, developing workforce plans with unsurpassed accuracy and efficiency, and empowering your agents. It provides advanced forecasting, scheduling, and performance optimization capabilities for multi-site, multi-skilled and multimedia environments. The AWO Portal provides extensive "What-If" analysis capabilities for each planning step that facilitate the evaluation of alternative scenarios. It's 100% web based architecture greatly simplifies accessing and using AWO Portal, minimizes IT support costs, and makes upgrades much easier.

"ac² Solutions has proven they are committed to quality and excellence in solutions that benefit the contact center experience as well as ROI for the companies that use them. I am pleased to honor their hard work and accomplishments and look forward to more innovative solutions from ac² Solutions in the future," said Nadji Tehrani, Executive Group Publisher and Editor-in-Chief of *Customer Interaction Solutions*. "For 10 years, *Customer Interaction Solutions* magazine has been recognizing companies that have demonstrated excellence in technological advancement and application refinements."

The 10th Annual Product of the Year Award winners will be featured in the January 2008 issue of [Customer Interaction Solutions](http://www.cismag.com) magazine.

For more information about the *Customer Interaction Solutions'* 2007 Product of the Year Awards or any of the TMC media properties, please visit www.tmcnet.com.

About *ac*² 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 research on contact center optimization, **ac² Solutions** is the leading provider of new generation contact center optimization technologies. ac²'s 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

About TMC

Technology Marketing Corporation (TMC) publishes [*Customer Interaction Solutions*](#), [*INTERNET TELEPHONY*](#), [*Unified Communications*](#), and [*IMS Magazine*](#). TMCnet, TMC's Web site, is the leading source of news and articles for the communications and technology industries. Ranked in the top 6,000 most visited Web sites in the world by alexa.com*, TMCnet serves as many as three million unique visitors each month. TMC is also the first publisher to test new products in its own on-site laboratories, TMC Labs. In addition, TMC produces [*INTERNET TELEPHONY Conference & EXPO*](#), and [*Call Center 2.0 Conference*](#) and [*Green Technology World Conference*](#). For more information about TMC, visit www.tmcnet.com. (*alexa.com is an amazon.com company that ranks Web sites by their traffic levels. Neither alexa.com nor amazon.com is affiliated with TMCnet.) For more information about TMC, visit www.tmcnet.com.

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