

# Never Seen Before: New Products and Services Being Launched at Call Centre Expo 2003

Submitted by: UBM plc  
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16-17 September 2003 Birmingham NEC, UK

To date, more than 30% (1) of Call Centre Expo 2003 exhibitors have announced their intention to launch new products & services into the call & contact centre marketplace. Call Centre Expo 2003, to run 16 & 17 September 2003 at the Birmingham NEC, UK, is placed as the only UK event for organisations to source all their call & contact centre products & services.

"More Call Centre Expo exhibitors have announced early plans to launch new products & services at this years event than ever beforecommented Phil Hunter, Event Director. This enables visitors, at whatever stage of awareness, understanding or implementation of call/contact centres, to find the latest solutions available to enhance their business and give them the edge over the competition.

Just a sample of exhibitor launches will include, in alphabetical order: -

20/20 Speech

Based on core Aurix speech technology, they will be launching their audio mining and audio monitoring products. Aurix miner: enables key words or phrases in an audio file to be located via a text-based query. Aurix monitor: enables real time monitoring of simultaneous channels of speech to detect the occurrence of keywords and phrases.

AbilityCounts Ltd

Latest version of the Call Centre Association approved e-learning course Customer Connection Cycle. Providing comprehensive, generic learning for call centre agents regardless of centre or industry, this package is set to become the industry norm for induction training. Alongside this The Recruitment Service, our unique permanent recruitment service for call centres looking for staff.

AIM technology

Plans to announce a global OEM agreement with a major contact centre technology provider. The agreement will mark plans to AIMs market leading performance measurement and analytics tools as standard within a total contact centre solution.

Alphameric Hospitality Ltd

Alphameric Hospitality Web Based Support Portal. This is an internet based system, offering Head Office staff, Support Managers and outlets the opportunity to manage, view and track the progress of all issues and queries registered to our help desk. Real time updated information is served continuously to the user giving an exact position of call status.

ASC telecom

MARATHON EVOLUTION &#8211; the WORLD'S FIRST Linux-based communications recording solution that fits every application needs providing scalability, reliability and total flexibility in a cost effective way.

#### Atmyside

V3.0 of the eService Suite: which now contains an additional standard reports for measurement and analysis, an enhanced user-friendly Agent User Interface, a- new ChatLink module and an enhanced Web visitors behaviour tracking reports

#### Atrium Communications Limited

Launching a new version of vcContact, the online learning and development solution designed to offer cost effective, consistent and repeatable training to contact centre agents and administrators.

#### Best Practice

Launching a full service to design and implement structured Customer Satisfaction Surveys.

#### Blitz Bookings Ltd

UK launch of The TimeTrade online booking tool. In the USA, this product is used by several call centres and it has also been installed at American Express, Honeywell and the US armed forces.

#### Callpoint Europe Ltd

Launch of their state of the art technology from Interactive Intelligence. This technology, with HPCC from Frontrange, offering comprehensive, integrated service desk support with full contact centre functionality including predictive dialler, and call recording.

#### Case Communications

Launch of the Case XLR a broadband CPE device that dramatically reduces line costs, while increasing circuit performance. The XLR makes use of G.SHDSL technology to deliver high capacity data links over short haul copper circuits.

#### Exact Abacus Ltd

Launching the all-new 3EX product, offering a completely web-based solution for SMEs involved in customer-facing activities. Taking advantage of the latest Java & Oracle technology, 3EX is a fully-scalable, totally flexible, end-to-end solution, which covers the spectrum of business requirements, yet can be implemented one piece at a time.

#### Fulcrum Voice Technologies

EarAngel. Compliant with current and impending 2006 Health & Safety, Noise Directive legislation, EarAngel is a digital noise limiter to protect telephony headset wearers from sound pressure levels at the ear that may cause stress, damage or trauma.

#### Gemini Affinitas Limited

Gemini will launch several new modules / products to enhance their Intelligent Customer Service solution, GemServe. These include Intelligent email, Enhanced Workflow, Engineering Resource Allocation and Sales & Marketing process management.

#### InVision Software AG

Will present the new 4.2 Release of its Staff Planning System (SPS). It offers new features, such as revised planning rules, new reports, easy to handle user rights and efficient planning options.

#### Merchants Limited

Merchants will be unveiling its unique Unilever operation Consumer Link; along with updates on their key outsourcing projects for Ocado and Edexcel and a useful insight into the workings of their Design Build Operate project for National Australia Group in Kilmarnock.

#### MGt

MGt will launch its new division, Profile Technologies, and the Professional and Enterprise Editions of its Profile Customer Management Software which delivers a suite of contact management, sales order processing and end user fulfilment modules allowing organisations to maximise cross-selling opportunities and improve the all round customer experience.

#### MM Group

MM Group is launching a revolutionary new customer satisfaction service that enables the gathering of immediate feedback following a customer call and allows clients real time access to that information via a secure web-site.

#### Noetica

Launching its Script Aware Predictive Dialler, and Synthesys.net. Synthesys.net is browser based including callflow scripting, reporting, team management, workflow, CTI, CRM integration and email management. A Synthesys.net callflow guides the user through branching paths of questions and information, for complex communications.

#### Nortel Networks

Launching the MPS 500, its new speech enabled self service platform for the enterprise customer. They will also launch its next release of Multimedia Contact Centre platforms with Symposium Web Center Portal 4.0.

#### Oak

New products include a new Advance Interactive (AI) Call Management suite, ProVoice, the highly successful new voice recording system, and VoxBox UM, an 8 port unified messaging system and SmartPhone CTI, the latest in call centre CTI applications.

#### Opal Telecom

Launching a range of brand new network based services designed specifically for the Call Centre market. These include advanced call statistics packages, enhanced network call recording, bereavementgard, silentgard, wholesale line rental, and corporate mobile deals.

#### Pipkins UK

Pipkins Vantage Point 8: the premier WFM system made to make a resourcing team's life easier.

Pipkins Agent Notification: screen messaging linked to the WFM database for enhanced centre management and administration.

Pipkins IVR: enabling agents and supervisors to report changes and review schedules by touch-tone phone.

#### Proici Office Interiors

Unique conference furniture by the name of Seatable. A single seater conference chair that has the flexibility with a simple operation of becoming a single conference table.

#### PROLOG Connect

Launching its report Beyond Aptitude Testing which analyses the importance of matching agent profiles with customer requirements. The company will also be launching its range of crisis management services.

#### pulse

Version 3.60, pulsevoice supports the latest in speech technology for voice recognition and verification services and text-to-speech processing. This conversational IVR allows companies to provide their customers all the benefits of automation with an added personal touch.

#### Q-Max Systems Limited

Q-Max Version 6.1 including the scheduling of Multi-media working in conjunction with Work Force Management. Multi-media includes dealing with e-mail, web, postal or fax enquiries.

#### Quality Plus Callscan

SMI Skills Management - enables organisations to manage the skills of their workforce more effectively.  
StarTrainer - allows agents to be trained and assessed using life like 'Virtual Customer' situations.

#### Qwiz

Qwiz has developed Primary Skills Tests to help call centre managers identify strengths and weaknesses in the skills of candidates. The tests help managers assess swiftly and impartially, essential skills including reasoning, following instructions, numeracy, visual comparison, etc.

#### Response Handling Ltd

Will be launching a range of integrated outsource customer contact solutions to clients within the financial services, public sector, utilities, leisure and manufacturing markets.

#### Retell

New standalone call recording phone with CD-RW, New OCTO call analogue call recording system with CD-RW, New multi line recording system with LINUX, Small end call recording systems, Call recording phones with headsets and Ulytel business phones & headsets

#### Scicom (MSC) SDN BHD, Malaysia

Total Model for Business Process Outsourcing

#### Stratasoft, Inc.

Launching the latest release, version 9.5, of its award winning Contact Management System, StrataDial®.VC2 Virtual Contact Centre. This latest release to the suite offers backend connectivity to Microsoft® SQL and enhanced interactive voice response capabilities.

## TMS

A revolutionary new Database voice access system functioning with telephone speech and adapted to British voices, the Novauris Extreme Database access system provides instant access to extremely large lists.

## Veritape Ltd

Will be launching its new self-install version of Veritape CallCentre for the small business and pocket call centre market.

## WorksUnit Limited

Launching a brand new online motivational game for call centre and telesales operations.

## Notes to Editor

1) Worked out as a percentage of the total number of exhibitors as at release date.

For further information on Call Centre Expo 2003, and to register for free entry please visit [www.callcentre-expo.com](http://www.callcentre-expo.com) or call +44 (0) 870429 4520.

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## Notes to Editor:

### About Call Centre Expo

Call Centre Expo 2003 will take place 16-17 September 2003 at the Birmingham NEC, Birmingham, UK. Call Centre Expo 2002 saw an increase in attendees, with 7,774 (ABC Audited) compared to 7,717 attendees for 2001 (ABC Audited). Since its launch in 1999, Call Centre Expo has seen phenomenal and continued growth from exhibitors, visitors and conference delegates alike.

### About CMP Information - IT & Games Division

CMPis IT & Games division has more than 20 years of experience in producing industry leading, business-to-business events and publications for the high-tech markets. It remains at the forefront of the industry by continuously developing existing events and adding new products to its division. CMPis current successful products include CCF (Call Centre Focus) magazine; Networks for Business, GeoSolutions, GeoNorth, Technology For Marketing incorporating Technology For Customer Service and Technology For Sales, Call Centre Expo, Call Center Expo Europe, ECTS, GDCE and SCoRE events; The Call Centre DataFile, Call Centre Management Yearbook, CMP Intelligent Marketing, CMP Interactive events and the Call Center Media Portal.

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