

KINGSTON COMMUNICATIONS' RIALTO OUTBOUND DIALLER ATTAINS "COMPATIBLE PRODUCT" STATUS WITH NORTEL NETWORKS SYMPOSIUM CALL CENTRE SERVER

Submitted by: Zed PR

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Kingston Communications, a UK-based communications company and Nortel Networks EMEA partner of the year, has joined Nortel Networks Developer Program and attained Nortel's 'Developer Partner' status in EMEA following the successful compatibility test audit of the latest version of its Rialto software with Nortel Networks Symposium Call Center Server.

Kingston Communications' Rialto predictive dialler/campaign management product successfully completed the compatibility test audit, having adhered to Nortel Networks defined criteria for interoperability. The testing process provides technical integration, functionality and stability testing of complimentary third party products. Rialto has been awarded the Nortel Networks Compatible Product brand mark, which helps end users locate authorised third-party solutions.

Rialto's predictive dialler and screen pop applications help call centre managers achieve dramatic efficiency gains in outbound call centres. Modules enable call centre managers to set up campaigns, monitor and manage agent effectiveness and keep agents supplied constantly with the customer contacts, tools and information needed to manage calls. Rialto can, for example, automatically blend an agent's inbound and outbound activity according to activity levels within the contact centre. If inbound call activity is low, an agent can be automatically logged out of Symposium and placed into outbound mode. When activity picks up again, the agent is logged back into Symposium.

According to Suzette Bouzane-Meadows, head of Contact Centre Solutions at Kingston Communications: "Our knowledge of the outbound dialling industry and the tight integration between Rialto and Symposium Call Centre Server enable us to fully support a contact centre environment. For example, Kingston Communications is working closely with the Direct Marketing Association as guidelines develop to address the issue of silent calls. We can therefore advise Nortel Networks' customers on best practise for their dialling solutions."

The working group to which she refers is sponsored by the DTI to establish best practice in the use of automated calls being made by call centres. Predictive algorithms and specific campaign parameters can be configured with Rialto to adhere to the DMA's telemarketing guidelines.

The Nortel Networks Developer Program is designed to meet and exceed the needs of Nortel Networks customers worldwide by creating relationships with innovative companies whose products and solutions complement Nortel Networks communications platforms. Developer Partner designation is granted to companies who successfully complete compatibility testing and are approved by Nortel Networks, based on defined Partner criteria.

"Compatibility testing helps Developer Partners to identify and remove potential difficulties prior to installation at a customer site, lowering support costs and helping customers and distributors implement solutions with minimal difficulty," said Ruth Concannon, Developer Program Partner manager at Nortel

Networks. "With the compatibility testing complete, our customers can be confident that the Kingston Communications Rialto product works seamlessly with the Nortel Networks Symposium solution."

Note to editors:

For more information on Kingston Communications' Rialto product, please visit the Kingston Communications website at www.kcom.com.

For more information on Nortel Networks Symposium Call Centre Server or the Nortel Networks Developer program, please visit the Nortel Networks website at www.nortelnetworks.com.

Details of the compatibility product brand mark can be found on the Nortel Networks website at: http://nortelnetworks.com/prd/dpp/partners/ent_partners.html

About the Kingston Group

Kingston Communications (www.kcom.com) is a leading provider of communications. Our capabilities are built on the solid experience gained in our heartland in East Yorkshire, where we have been providing leading edge residential and business services for 100 years.

Today, we also offer a wide range of voice, data and internet services to businesses across the UK as well as outsourced contact centre services. Using our own network infrastructure, we deliver reliable, cost effective connections for our customers. By listening and working closely with them, we use our experience and expertise to help companies serve their own customers as effectively as possible. Kingston Communications is a member of the TechMark exchange.

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