

### CISTERA NETWORKS DELIVERS FINANCIAL SERVICES INTEGRATION

Cistera Networks, a leading provider of advanced IP phone platforms and applications engines in the Enterprise VoIP Telephony environment, announced today product placements in the financial vertical market. Cistera's GoVertical Financial Solutions offer IP Telephony applications specifically designed to help financial services firms strengthen their customer relationships to gain a competitive advantage.

Franklin Collection Service, Inc. is a collection agency with headquarters in Tupelo, Mississippi, and offices in Tulsa, Oklahoma and Nicaragua. Franklin selected the Cistera ConvergenceServer™ and CallCenterRecordEnhanced™ to provide monitoring and recording capabilities for its call center. The Cistera solution was selected for its ability to enhance monitoring, training and coaching of collection service agents via continuous recording of calls, and easy call retrieval for training and coaching purposes. Once the deployment to all offices is complete, Franklin supervisors and quality assurance personnel will be able to remotely monitor calls at all of its sites.

"We were able to choose a solution that will minimize ramp-up time for new agents and reduce the number of ineffective calls. The solution is more flexible and has more features than a traditional call center recording and monitoring solution, and represents a real value proposition for Franklin," stated Ray C. Burns, Director of I.T. at Franklin.

The award-winning Cistera ConvergenceServer is one of the industry's most comprehensive delivery platform for providing a robust and scalable solution that adds features and functionality to a communications environment. Each Cistera ConvergenceServer comes equipped with the full range of Cistera application engines, making installation and expansion a simple, straightforward process. The platform's broad portfolio of virtualized application services enables users to improve satisfaction, increase productivity and collaboration as well as provide a safer environment. Based on open standards and a proven server technology foundation, the Cistera ConvergenceServer's single unified administration lowers the total cost of ownership of a full-featured communications solution.

### CHANGING THE WAY YOU THINK ABOUT ENTERPRISE COMMUNICATIONS



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