

PRESS RELEASE

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Etrali Certifies ASC's MARATHON EVOLUTION

Call Recording Solution Integrated with Etrali Turret System

Hoesbach/Germany, April 5, 2005 – ASC (www.asctelecom.com), a leading provider of performance improvement solutions for contact centers, financial institutions, and public safety and government organizations, today announced its call recording solution, MARATHON EVOLUTION, has been certified for use with the Etrali Dealing Board system platform and approved for interoperability with the Etradeal turret system.

The application, specially designed for trading rooms, provides bulk recording for compliance, verification of transactions and protection from liability.

Marcus Rex, Director Global Alliances of ASC, said, "ASC is proud to integrate with Etrali and to offer a state-of-the-art voice recording solution to the financial institutions."

MARATHON EVOLUTION, the world's first Linux-based recording solution, is now compatible with Etradeal 160 M and Giga systems version 35.x. It records up to 240 channels per unit; stores 100,000 channel hours online; and provides CTI and CDR integration for bulk recording at a maximum compression rate of 4.8 kbits per second.

The system captures customer interactions by voice, VoIP and desktop computer activity and tags them with parameters such as agent I.D., time of transmission, etc. Features such as POWERplay allows playback over LAN/WAN connections, and INSTANT WEBplay provides a browser-based interface for quick access to recent calls. The Last Call Repeat function may also be used for immediate playback over the trading board.

Multiple calls may be replayed simultaneously, and calls may be archived to redundant, removable media, such as DVD or AIT, automatically or through selective rules.



About ASC

ASC, headquartered in Hoesbach, Germany, is a leading global provider of integrated communications recording and performance improvement solutions for contact centers, financial institutions, and public safety and government organizations. With more than 40 years experience in the communications industry, ASC has over 20,000 installations in more than 60 countries.

Focused on quality, liability and risk management, ASC's communications recording solutions preserve, evaluate and analyze all customer interactions by telephone (including VoIP), fax, e-mail, web chat / browsing and desktop computer activity in both traditional and Web-based environments.

ASC's quality monitoring solutions improve the performance of contact center agents and the entire customer experience. The browser-based products are easy to access, use and deploy, and increase productivity and customer loyalty while decreasing staff turnover and security risks.

With subsidiary companies in the United States, UK, France, The Netherlands, Switzerland and Singapore, and selected distribution partners, ASC integrates with leading providers including Alcatel, Avaya, Avaya-Tenovis, Cisco, Etrali, Mitel, NEC, NextiraOne, Nortel and Siemens, allowing customers to easily implement ASC solutions in almost every environment.

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