

PRESS RELEASE

(Hoesbach/Germany, December 11, 2006)



ASC Releases Enhanced VoIP Recording Solution for Windows

EVO^{ip} is now platform independent

Hoesbach/Germany, December 11, 2006 – ASC (www.asctelecom.com), a leading provider of communications recording and quality monitoring solutions for contact centers, financial institutions, and public safety and government organizations, today announced the release of an enhanced version of EVO^{ip} for Windows, a VoIP recording solution.

The product captures telephone calls from the network and enables storage, playback and archiving of the entire interaction. It is entirely software-based and designed for maximum flexibility, scalability, and ease of integration and installation.

The new features now provide the same functionality as the company's Linux product including recording of encrypted calls, keyword spotting (searching for spoken words), multilingual applications and adjustable modes for individual bulk or selective recording on each IP phone. The solution works with SIP -- a standard VoIP protocol common to all major IP vendors -- to preserve call-index data, such as incoming phone numbers, without the need for CTI.

Franz Hock, Director Product Management of ASC, said, "VoIP recording solutions are essential for organizations that must preserve all customer interactions, either for protection from liability or regulatory requirements. While other companies are just starting to offer this capability, we are already providing next-generation products. EVO^{ip} for Windows is a prime example of the results of our forward-looking approach, re-investing 15 to 20 percent of our revenues into research and development."

EVO^{ip} for Windows is designed with an innovative layered architecture for passive and active VoIP recording. EVO^{ip}, as a passive VoIP solution, works by "sniffing" for audio packets in the network. It is built upon the common underlying protocols of VoIP communications and thus operates in a vendor-independent manner in any environment. ASC also offers certified, integrated, vendor-specific solutions for major IP vendors including Avaya, Cisco, Mitel and Siemens.

EVO^{ip} active, on the other hand, works as an integral part of the call flow within an IP switch. It is ideal for companies with multiple locations as only one recording



facility will capture communications throughout the network. It also works well for selective recording, often used in quality monitoring situations.

The new *EVOip* for Windows is compatible with other ASC applications:

- *SCREENscan* initiates recording automatically when an agent presses any previously defined function on the desktop, or when a particular error message, screen pop-up or application appears on an agent's computer screen;
- *INSTANTplay* or *INSTANT WEBplay* allow immediate retrieval of the last call;
- IP phone applications (Last Call Repeat) provide remote access to the most recent calls; and
- *POWERplay* or *WEBplay* offer flexible search criteria and other advanced functions.

Free recording license of *EVOip* for Windows

To receive ASC's *EVOip* for Windows free of charge, please register at <http://www.asctelecom.com/english/voip.html>. The test version is licensed for one recording channel.

About ASC

ASC, headquartered in Hoesbach, Germany, is a leading global provider of integrated communications recording and quality monitoring 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, Great Britain, France, Switzerland, Hong Kong and Singapore, and selected distribution partners, ASC integrates with leading providers including Alcatel, Avaya, Cisco, Mitel, NEC, NextiraOne, Nortel, Siemens and T-Systems, allowing customers to easily implement ASC solutions in almost every environment.

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