PRESS RELEASE

(Hoesbach/Germany, April 1, 2010)

Call Center Innovations Tour Comes to Birmingham, UK

New event organised by ASC, InVision Software and Living-e is this spring's must-attend event for Contact Centre decision makers

Birmingham / Surrey, April 1, 2010 – ASC, InVision Software and Living-e invite Contact Centre professionals to join them at the Call Center Innovations Tour (CCIT) in Birmingham on 11th May 2010. The event takes place at the National Motorcycle Museum and is aimed at Contact Centre decision makers, managers and specialists. The highly focused agenda will present innovative Contact Centre technologies in theory and in practice, including both product presentations and case studies by existing customers of the hosts.

Originally founded in Germany in 2007, this year's Tour includes events across Europe and has a unique format. Presentations by technology experts and customers are backed up with an exhibition area, in which visitors can learn more about the technologies and services on offer. There are ample opportunities to network with your fellow professionals and industry experts.

ASC focuses on communications recording and quality management, and has enterprise-wide capabilities for business process optimisation; InVision Software specialises in workforce management software solutions, enabling contact centres to optimise their most valuable resource – their employees – both in the front and back office; and Living-e provides communication and information management applications using artificial intelligence and text analysis technologies.

The Call Center Innovations Tour provides an unrivalled opportunity to learn about the latest Contact Centre technologies and how they can keep you ahead of your competition - whose view of the available technology may be limited to the usual suspects. Today, managers are under extreme time and cost pressure. If you only attend one Contact Centre technology event in 2010, make sure that it is CCIT 2010!

We look forward to meeting you at the National Motorcycle Museum.

The event is free of charge. Interested attendees are invited to register at: http://www.ccit-online.com/uk/registration.php

In 2010, the Tour will also visit locations in Germany on May 4th, 5th and 18th; Switzerland on May 19th; Austria on June 9th; and France on a date to be determined.

More information about this year's event is available on the tour site's home page at http://www.ccit-online.com

About ASC

ASC (www.asctelecom.com) is a leading global provider of innovative solutions to record, analyse and evaluate multimedia-based communications. ASC's solutions reveal information, enabling companies and organisations to considerably improve their value creation: contact centres enhance customer service, efficiently deploy staff and increase productivity.
Contact: Katrin Henkel (k.henkel@asc.de)

About InVision Software

InVision Software (www.invisionwfm.com/uk) is a world-leading supplier of enterprise-wide workforce management solutions which enable companies to optimise their staff planning and scheduling processes. InVision empowers customers to reduce personnel costs, increase productivity, improve employee satisfaction and to boost revenue by leveraging better customer service.
Contact: Ines Stosic (ines.stosic@invision.de)

About Living-e

Living-e's (www.living-e.com) intelligent multi-channel communication and information management applications are based on innovative artificial intelligence and patented text analysis technology. The software optimises and automates processing of unstructured data with unparalleled accuracy and helps to ensure extraordinary customer service while simultaneously increasing productivity.
Contact: Sonja Hoffmann (sonja.hoffmann@living-e.com)