

PRESS RELEASE

Network Programs Expands Portfolio with Interactive Intelligence Partnership

Relationship covers innovative contact centre and IP telephony products

NOIDA, India, 16 January 2005 — Network Programs (India) Ltd. (NPI), a leading provider of end-to-end contact centre solutions and offshore software, today launched a value-added reseller (VAR) partnership with Interactive Intelligence Inc., a U.S.-based innovator of business communications software solutions.

Inclusion of the Interactive Intelligence product line broadens NPI's robust offering of contact centre solutions. The VAR partnership covers a wide range of cutting-edge technologies in the call centre and internet protocol (IP) telephony space, adding to NPI's existing portfolio and third-party relationships.

“It’s clear that Interactive Intelligence’s approach is unique in the marketplace, and we’re proud to have brought the benefits of this approach — from superior flexibility and simplicity, to lower total cost of ownership and long-term investment protection — to our customers world-wide,” said NPI sales director, Sameer Vatsa. “Our customer service scores are going up month by month for everything we do — how we are handling customer contacts, the quantity, the quality — and it’s going to get better with the Interactive Intelligence product line.”

“We selected NPI because of its professionalism, trusted name within the Indian business community, good understanding of the contact centre market, and commitment to providing excellent customer service through a mature and dedicated management team willing to ‘walk the extra mile,’” said Interactive Intelligence regional general manager for Asia Pacific, Simon Lee. “These attributes, along with our innovative and proven software, position both companies to meet and exceed the needs of the exploding call centre business throughout India.”

The Interactive Intelligence contact centre automation product, Customer Interaction Center (CIC), provides an open, software-based platform for IP switching, speech-enabled interactive voice response (IVR), automatic call distribution (ACD) with skills-based routing, multimedia queuing, integrated screen pop, call recording, and predictive dialing all administered from a single interface. CIC also includes real-time quality monitoring and performance management tools, system and agent reporting, interaction tracking, multi-site routing, remote system access, and plenty of integration options via its open standards architecture.

CIC was first released in 1997 and is currently in use by more than 1,500 organizations worldwide. For more information about CIC and Interactive Intelligence, visit <http://www.ININ.com>.

About Network Programs

Founded in the United States in 1992, Network Programs is a pioneering software development outsourcer and provider of contact centre solutions. With a management team drawn from C-DOT (India's premier telecom R&D centre), Lucent Technologies (formerly Bell Labs), Telcordia (formerly Bellcore), IBM and Siemens, Network Programs develops technology used in communications networks, contact centres and consumer electronics. A wholly-owned subsidiary of the Jubilant Group, our solutions cover a wide range of software development services – onsite and offshore – provided to the telecommunications, electronics and business process outsourcing (BPO) industries. Now headquartered in India with a team of Interactive Intelligence-certified professionals with four domestic sales and support offices in Noida, Bangalore, Mumbai and Chennai, the company has been expanding globally, entering the Japanese market in 1995, and maintaining several sales and support offices in the US and

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Australia. Network Programs is SEI-CMM Level 5, ISO 9001:2000, and BS7799 certified. NPI also adheres to SA8000 social accountability standards.

For more information, visit our website at www.networkprograms.com or contact the following resource:

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