



## Global Speech Networks named customer service innovator at fourth annual Genesys Customer Innovation Awards

Leading Australian hosted contact centre provider chosen from more than 200 companies

Melbourne, 28 April 2009 - Global Speech Networks (GSN), Australia's leading hosted contact centre provider, has been awarded for its innovation in delivering customer service technologies by the Genesys Customer Innovation Awards program.

Now in its fourth year, the Customer Innovation Awards is an annual competition that recognises outstanding companies for their use of technology to deliver innovative customer service in highly dynamic environments. GSN was chosen from a pool of more than 200 companies by a judging panel of 28 industry analysts including IDC, Frost, Datamonitor, Yankee Group, McGee-Smith Analytics, CommFusion and Forrester Research.

GSN was awarded a 4-star ranking, the highest honour possible. It was selected for its flexible platform that brings together a variety of next generation technology, including voice recognition, IP technology, email and phone and other multichannel interactions, enabling its customers to achieve business goals through targeted technology implementations.

Our technology is built on the belief that excellence in customer service should be at the heart of every organisation, said Nick Rodda, Managing Director of GSN.

GSN was one of the first companies in the world to provide the Genesys suite of contact centre applications in a Software as a Service model. This award not only highlights our commitment to delivering the highest standards in customer care and innovation, but also our ability to provide our customers with the best contact centre technology available.

The goal of

the Genesys Customer Innovation Awards is to recognise the world's most dynamic contact centre environments, said Jason Stirling, Vice President for Genesys in Australasia & India. GSN was selected for this award based on their virtual platform. Businesses of all sizes use this platform to quickly provide customer service technologies for agents located in virtual environments such as contact centres, home agents, or small service satellite offices. While GSNs customers range from small organisations to multinationals and span many different industries, they all share a common belief in treating the contact centre as a strategic opportunity.

GSNs ongoing commitment to research and development ensures that its technologies and business solutions undergo continual improvement. The company has a portfolio of pre-written applications, allowing GSN to deliver innovative solutions quickly and cost-effectively. Australian customers using GSN technology include Superpartners, Couriers Please, Virgin Mobile and Smart Salary.

About

Global Speech Networks

Global

Speech Networks (GSN) is Australia's

leader in hosted contact centre technologies. Our vision is to deliver innovative and business focused technologies to our customers, while our ongoing commitment to research and development ensures that our solutions undergo continual improvement. Our offerings include fully integrated speech recognition, IVR, ACD and multimedia routing and performance management. While GSNs customers range from small organisations to multinationals and span many different industries, they all share the common belief that excellence in customer service should be at the heart of every organisation. For more information, visit [www.globalspeechnetworks.com](http://www.globalspeechnetworks.com).