

## **eZuce Inc. Releases OpenUC Reach — Informal Contact Center**

Andover, MA, XX, 2013 — eZuce Inc, the leading provider of open enterprise communications solutions, is set to release a beta version of OpenUC Reach, an open informal contact center for small to midsize companies. Built as a light weight software application, this is an entirely new kind of contact center, offering powerful web based features designed to make agents more efficient and productive. OpenUC Reach enables the enterprise to become a social, collaborative organization by breaking down the barriers between customers and the knowledge team. It enables customers to call, email, or chat with the engineers, product team, or other specialists routed to just the right person based on their skills, availability, and interests. Knowledge workers can get calls anywhere—at their desk, on their laptop, their tablet or smartphone, and respond to support calls anytime, anywhere, without interfering with their daily work. It enables a two way conversation between an enterprise’s core team and its vital customers, to the benefit of both.

OpenUC Reach is a new generation contact center, operating on the same innovative, advanced technology that gave rise to eZuce openUC. The simple, easy to navigate interface offers an intuitive experience. Even first time users can quickly ascertain how to do skills based routing, priority queuing, supervisor interventions and more. The web services based API offers simplified web integration as well as integration with an existing environment so it can operate on any platform with any device. The solution includes a configurable agent and supervisor dashboard, each with a different set of personalized features. Today's knowledge workers are mobile, on the front line. Enable them to communicate flexibly and ensure higher customer satisfaction with openUC Reach.

“openUC Reach is such a flexible and cost effective contact center solution because it enhances your operational efficiencies and reduces the average processing time. The agents themselves are more satisfied because openUC Reach offers them more flexibility, a more attractive agent dashboard, and the freedom to work remotely, in the office, or virtually anywhere.”

—Martin Steinman, founder and CEO, eZuce Inc.

### **About eZuce, Inc.**

eZuce delivers an open source platform designed to provide virtualized communications. For companies looking for an IT and cloud solution to fulfill all their communications and collaboration needs, eZuce provides users the ability to communicate openly and globally in the most cost-effective way available. And, because eZuce is a software solution built for the cloud, IT best practices apply, making this the easiest platform to operate available today. The company also built the largest and most successful open source unified communication community known as the sipXecs solution from SIPfoundry, underlining its commitment to open standards. eZuce counts as its customers some of the largest and innovative Fortune 500 companies as well as leading system integrators and partners. For more information about eZuce please visit our website at [www.ezuce.com](http://www.ezuce.com).