



NEWS RELEASE

Convergys Partners with IP Integration to Deliver Enhanced IVR and Speech Automation Solutions to the UK Market

(Cincinnati and Reading, England; April 29, 2009) - [Convergys Corporation](#) (NYSE: CVG), a global leader in [relationship management](#), announced today that IP Integration, a leading UK systems integrator, has entered into a partnership to resell Convergys' award-winning Interactive Voice Response (IVR) voice portal and speech automation solutions to the UK contact center marketplace.

IP Integration works with clients to derive the maximum benefit from best-of-breed technology products and services that are flexibly tailored to meet their contact center needs. A strong track record of developing robust CTI middleware and seamlessly designing, developing, and delivering complex, integrated contact center applications positions IP Integration as a leader within this space.

“Through our new partnership with Convergys, IP Integration now offers the world’s most sophisticated IVR and speech automation solutions available to our clients, which include retail, the public sector, and the most respected brands in travel and gaming in the UK,” said Dave Glasgow, Sales Director, IP Integration. “Convergys’ voice response and speech automation solutions deliver the tangible value that meets our clients’ high expectations. Combined with their broader customer care portfolio and the high level of expertise available from our local Convergys team, we fully anticipate a successful long- term partnership.”

Proprietary research conducted by Convergys found that the number of consumers preferring automated channels has doubled in the last four years. The research shows that 55 percent of the population prefers having the option to use self-service automation to find their own resolution versus waiting to speak with someone on the phone.

“As our own research shows, customers like having options when they contact a company. Companies must balance automated self-service with agent-assisted service in order to deliver the service experience customers want,” said Mike Betzer, president of Relationship Technology Management at Convergys. “Together with IP Integration, which has a strong reputation for its agility, technical credibility, and focus on the provision of next generation customer care, we have the ability to meet the need for greater self-service through advanced IVR/voice portal and speech automation solutions in the United Kingdom.”

Convergys helps clients uncover the true behavior of customers across self-service and live agent channels, balancing this with business objectives to help define and implement changes to business processes. Beyond its analytics consulting and contact center optimization expertise, Convergys supports speech application design, development, deployment and on-going management and tuning. Convergys helps clients improve the efficiency and quality of service, reduce technology risk, and enhance the customer experience.

About IP Integration

IP Integration helps companies achieve the twin goals of increasing customer service whilst simultaneously reducing operational costs through appropriate deployment of communication technologies. From the public network to the desktop, IP Integration applies knowledge, experience, and clear thinking to business communications and IT strategies. The company identifies, designs, implements and supports solutions that will allow an organization to deliver its business message clearly. Contact Telephone: 0800 316 6670. www.ipintegration.com

About Convergys

Convergys Corporation (NYSE: CVG) is a global leader in relationship management. We provide solutions that drive more value from the relationships our clients have with their customers and employees. Convergys turns these everyday interactions into a source of profit and strategic advantage for our clients.

For more than 30 years, our unique combination of domain expertise, operational excellence, and innovative technologies has delivered process improvement and actionable business insight to clients that now span more than 70 countries and 35 languages.

Convergys is a member of the S&P 500 and has been voted a Fortune Most Admired Company for nine consecutive years. We have approximately 75,000 employees in 84 customer contact centers and other facilities in the United States, Canada, Latin America, Europe, the Middle East, and Asia, and our global headquarters in Cincinnati, Ohio. For more information, visit www.convergys.com

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