



Converged Solutions and Services



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## **Converged Solutions and Services Teams Up With Wygant To Provide Businesses With Voice/Data Recording, Quality Management, and Archiving Solutions**

*Partnership Gives Small to Mid-Sized Companies the Ability to Adopt Communications Technology Previously Employed by Only Large Enterprises*

DELRAY BEACH, FL – April 30, 2007 - Converged Solutions and Services, a leader in business communications, announced today that it has teamed up with Wygant, a TeleDirect International company, to provide businesses with voice and data recording, quality management, and archiving solutions. The strategic partnership gives small to mid-sized companies the unique ability to adopt communications technology previously employed by only large enterprises.

Small enterprises can now take control of their business communications with Wygant's Encore Small Enterprise Recorder. Wygant's new small business recording solution is flexible, accurate, and reliable. Designed to assist small businesses with the evolving standards and regulations for recording, Encore efficiently addresses liability and order verification recording and employee training. With the optional CenterPlus component, businesses can evaluate agent performance, track strengths and weaknesses, and follow up with targeted coaching and training to deliver results.

Area businesses that deploy Encore will enjoy a number of benefits. These include open, non-proprietary architecture that uses standard file formats and databases in simple-to-use Windows® environment, 100% of calls may be recorded for evaluation purposes, user friendly screens and logical workflow makes

agent training easy, and the flexible architecture offers scalability from small workgroups to large call center environments.

"We conducted a thorough analysis of call recording solutions in the marketplace and determined that Encore was the right choice for our valuable customer base," said Mark R. Kruger, chief technology officer of Converged Solutions and Services. "Not only is Wygant's engineering superb but it is also very cost-effective, compared to competitive products. The solution is practical for just about any company in any industry. For example, managers can record and store employee conversations with customers and utilize the system's technology to evaluate call quality. Understanding what's being communicated on a phone conversation can make or break any business."

"The heart and lifeblood of a company is its customer facing departments," stated David Lezak, president of Wygant. "This could be sales, customer service, shipping/receiving, and the help desk. Every interaction employees have with customers could earn a new customer, retain a current customer or, unfortunately, lose a customer—providing the very reason to employ call recording and quality management. Our solutions monitor work against a consistent set of Key Performance Indicators (KPIs),

offering personalized coaching to help hone an employees skills as well as track their on-going success. We're excited about this partnership with Access Telecom and assisting their mission of increasing their customer's profitability and giving them a competitive advantage through the use of Wygant's technology."

### **ABOUT CONVERGED SOLUTIONS AND SERVICES**

Converged Consulting, Inc., founded in 1998 by Mark Kruger, formed Converged Solutions & Services (CSS) in June 2004 to provide customers with a combination of the industry's most comprehensive and proven voice, data, and video integrated solutions and the unmatched expertise of its VoIP telephony and data engineers.

With over 20 years of industry experience, CSS is a customer-driven and results-oriented Value Added Reseller. Their team of factory certified professionals assists businesses with all phases of planning, design, installation and maintenance for their communications systems.

CSS is a state certified network infrastructure provider offering total on-site project management from start to finish. The company services customers of all sizes throughout Florida and the Caribbean.

For more information on CSS, please call (561)272-1211 or visit [www.cssvoip.com](http://www.cssvoip.com).

#### **ABOUT WYGANT**

Founded in 1983, Wygant delivers innovative voice/data recording solutions, quality management solutions through monitoring, analytics, and voice processing systems that help customers optimize

their workforce, increase revenues and satisfy their customers. Wygant is the developer of Encore<sup>®</sup>, CenterPlus<sup>®</sup>, and Portfolio<sup>®</sup>. For more information contact Wygant at 800-688-6423, or visit [www.wygant.com](http://www.wygant.com).

#### **ABOUT TELEDIRECT INTERNATIONAL**

Founded in 1983, TeleDirect International, Inc. is the developer of

Liberation<sup>®</sup>, a comprehensive and flexible technology platform that seamlessly integrates Customer Interaction Management (CIM), Customer Relationship Management (CRM), and Workforce Optimization (WFO) applications to help companies accelerate revenues and improve the efficiency of their revenue producers. For more information contact TeleDirect International at 480-585-6464 or visit [www.tdirect.com](http://www.tdirect.com).