FACT SHEET

Contacts:

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Opportunity:

The U.S. call center infrastructure market exceeds $7.7 Billion in annual sales. *NTELAGENT*® markets technologies that integrate and extend call centers and customer interactions, replacing multiple call-center hardware infrastructures with software that leverages the Internet, conventional desktop computers and traditional or Internet phones.

Executive Team:

Earl Winter, President; formerly Nortel Networks, ClientLogic, MSX Int'l, GE
Robert Lane, VP Marketing; formerly MSX Int'l, Cable & Wireless, GE

Target Markets & Clients:

Market niches currently targeted by *NTELAGENT* include:

Hospital Organizations	**Disease Mgt. Companies**	**Bus. Proc. Outsourcers**
Wellness Mgt. Co's.	**F100 Corporations**	**Associations**

Target companies have multiple call centers and are looking for the leverage, scalability and lower cost of ownership that a networked call center environment will provide. *NTELAGENT's* sales pipeline consists of over 20 companies, including 11 Fortune 200 companies.

Services & Business Model:

NTELAGENT licenses its applications and features on a 'per seat' basis. Features include inbound and outbound functionality with integrated support for web, e-mail and voice over IP (VoIP) agents, advanced call routing, workforce management, interactive voice response services, and support for computer-telephony integration (CTI) applications. As new features and functions are developed, they are immediately available to all *NTELAGENT* clients directly over the network.

NTELAGENT produces revenues through:
Subscription fees for ASP/Hosted contact center services
Revenue share from private label wholesale ASP offerings with strategic partners
License fees for multi-year software and maintenance agreements

Value Proposition:

- Reduce call center costs 50%+
- Re-engineer business processes
- Accelerate/improve business models
- Optimize human capital requirements
- Operate flexibly, responsively, efficiently
- Update quickly and affordably
- VoIP capabilities
- Support remote, wireless data/applications

Partners:

Partners include:
CosmoCom – The leading next generation contact center technology provider
IEX – Workforce and field force management systems provider
Witness Systems – The leading provider of quality monitoring/assurance solutions
Solarcom – Hardware/software leasing, project financing, and hosting/co-location

Investors:

Conduit Corporation; private investors

Web Site:

www.ntelagent.com