



Bob Bennett
President
COMMWORLD of Kansas City

COMMWORLD 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

KANSAS CITY, MO – April 23, 2007 - **COMMWORLD**, 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 Bob Bennett, president of **COMMWORLD**. "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 COMMWORLD OF KANSAS CITY

COMMWORLD of Kansas City has provided superior business telephone system products and services since 1981. **COMMWORLD** specializes in the most reliable, high quality telecommunications products from leaders in technology -- Toshiba, ESI, Samsung and Comdial to name a few. Bennett stated, "Customers no longer need to be frustrated with multiple contacts. Our 'one point of contact' concept means your business can come to **COMMWORLD** for Business Telephone Equipment, Converged Systems, VoIP, Voice Mail, Unified Messaging, Local/Long Distance/Internet Service, Voice & Data Cabling, Video Surveillance, GPS Fleet Management and more. With **COMMWORLD** you get technology solutions that WORK to increase business productivity, protection and profits." **COMMWORLD** of Kansas City is located at 6200 Main Street in Grandview, MO. For more information, call (816) 763-1100 or visit www.commworl-kc.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®, CenterPlus®, and Portfolio®. For more information contact Wygant at 800-688-6423, or visit www.wygant.com.

ABOUT TELEDIRECT INTERNATIONAL

Founded in 1983, TeleDirect International, Inc. is the developer of Liberation[®], 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.