



FOR IMMEDIATE RELEASE

**PreVisor Receives 2008 Product of the Year Award  
Presented by *Customer Interaction Solutions*® Magazine**



***Contact Center Solution Honored for Outstanding Innovation***

ATLANTA, GEORGIA (6 Jan, 2009) — PreVisor announced today that Contact Center Solution has received a 2008 Product of the Year Award from Technology Marketing Corporation's (TMC®) *Customer Interaction Solutions* magazine, the leading publication covering CRM, call centers and teleservices since 1982.

PreVisor's Contact Center Solution gives organizations a complete picture of each applicant by assessing for key contact center competencies, providing realistic customer simulations, measuring the ability to apply information, and predicting retention more effectively – all essential measures for finding the most qualified agents.

Multiple business outcomes studies have been completed for components of the Contact Center Solution, providing compelling ROI data. Results from nationwide telecommunications companies have shown candidates with higher data accuracy scores in the virtual scenario averaged higher quality assurance scores on the job. Additionally, employees who scored higher on the data entry component had lower average call handle times. Other components of the solution have been shown to predict increased performance, higher sales conversions, and higher sales revenues.

"PreVisor is honored to receive the Product of the Year award for our Contact Center Solution," stated Noel Sitzmann, CEO. "Industry recognition for an innovative product that was validated in partnership with our clients encourages us to continue our aggressive product R&D. We remain committed to providing the highest quality talent measurement and technology solutions."

"I am pleased to honor PreVisor for their hard work and accomplishments. Their commitment to quality and excellence benefit the contact center experience as well as ROI for the companies that use them," said Nadji Tehrani, Executive Group Publisher and Editor-in-Chief of *Customer Interaction Solutions*. "For 11 years, *Customer Interaction Solutions* magazine has recognized the companies which demonstrate excellence in technological advancement and application refinements."

The 11<sup>th</sup> Annual Product of the Year Award winners will be featured in the January 2009 issue of *Customer Interaction Solutions* magazine.

#### **About PreVisor**

PreVisor, the leading global provider of on demand pre-employment assessment and talent measurement solutions, helps clients connect employment decisions to business results. Following the rigorous standards of occupational psychology, PreVisor's assessment content accurately predicts on-the-job performance and supports fair hiring practices. PreVisor's solutions help streamline hiring, reduce recruiting and training costs, and improve corporate performance for clients worldwide, including more than 100 of the Fortune 500. [www.previsor.com](http://www.previsor.com)

#### **About Customer Interaction Solutions**

Since 1982, *Customer Interaction Solutions* (CIS) magazine has been the voice of the call/contact center, CRM and teleservices industries. CIS magazine has helped the industry germinate, grow, mature and prosper, and has served as the leading publication in helping these industries that have had such a positive impact on the world economy to continue to thrive. Through a combination of outstanding and



cutting-edge original editorial, industry voices, in-depth lab reviews and the recognition of the innovative leaders in management and technology through our highly valued awards, *Customer Interaction Solutions* strives to continue to be the publication that holds the quality bar high for the industry.

**About TMC**

Technology Marketing Corporation (TMC) is an integrated global media company helping our clients build communities in print, in person and online. TMC publishes *Customer Interaction Solutions*, *INTERNET TELEPHONY*, *Unified Communications*, and *IMS Magazine*. TMC is also the first publisher to test new products in its own on-site laboratories, TMC Labs. TMCnet, TMC's Web site, is the leading source of news and articles for the communications and technology industries. TMCnet is read by three million unique visitors each month worldwide, according to Webtrends. In addition, TMC produces INTERNET TELEPHONY Conference & EXPO, Call Center 2.0 Conference and Communications Developer Conference.

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