



PRESS RELEASE

IAT (Information Access Technology, Inc.)
1100 East 6600 South, Suite 300
Salt Lake City, UT 84121

Contact:

Marti Lythgoe, IAT Marketing Manager
Phone: 800/574-8801 ext 260
E-mail: marketing@iat-cti.com
Fax: 801/265-8880

Brian Daily, CXM Marketing Manager
713.934.3902
brian.daily@4cxm.com
713.462.4804

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IAT Announces CT Center Integration with Co-nexus CXM Call Recording, Play-Back and Archiving Capabilities Added to Predictive Dialer

Salt Lake City, UT, June 10, 2005—IAT (formerly Information Access Technology, Inc.), a leading provider of communications solutions for the collection industry and related markets, announced today their capability to seamlessly integrate with the CXM recording platform from Co-nexus, Inc. The integration of CXM to IAT's CT Center communication platform empowers collection organizations with a comprehensive suite of recording products for compliance, quality monitoring and agent training.

The integration to Co-nexus CXM enables IAT clients with the CT Center Predictive Dialer to enhance collection efforts by using technology typically reserved for traditional call centers. Three collection organizations have tested and are currently integrating Co-nexus capabilities with their CT Center Dialer. Co-nexus CXM enables them to:

- Record dialer and PBX/office calls on-demand,
- Evaluate, coach, test, and report agent performance,
- Record collector PC activity while they navigate the collection software,
- Permanently archive each recorded call by associated phone number,
- Look up/search archived recordings by a variety of user-designated criteria,
- And much more.

David Rudd, IAT President and CEO, said, "IAT is extremely excited about the added benefits that integration with the CXM recording platform will bring to our clients. The IAT/CXM integration provides a key benefit that no dialer with imbedded call recording provides—the ability to record all applicable calls, not just dialer calls. Customers currently using CXM will gain added benefits such as call logging by phone number and indexing of dialer calls by designated fields for easier look-up. Co-nexus is an excellent organization, an industry leader and a valuable addition to the group of IAT partners."

Adding IAT CT Center Predictive Dialer integration to the CXM recording product line enables Co-nexus to effectively provide comprehensive communication services to the collections industry. "IAT is a leading provider of predictive dialing solutions for the collections industry. Co-nexus has committed vast marketing resource to gaining a foothold in the collections industry and our integration with IAT gives us an excellent start," said Brian Daily, Co-nexus, Inc. VP of Marketing.

For more detailed information regarding the integration of CT Center and Co-nexus CXM, contact IAT at (800) 574-8801 or Co-nexus at 713.690.5656.

About IAT

IAT provides predictive dialing and interactive communications contacting solutions for the collection industry and related markets. Their products are installed in hundreds of organizations throughout the U.S., Canada, and South Africa. Using their latest product offering, CT Center[®], predictive dialing and inbound/outbound interactive (IVR) communications can operate simultaneously on a single Windows[®] platform. Their ASP calling service, CT Impact, facilitates thousands of outbound telephone communications per day—without the upfront cost of investing in a dialer. By developing innovative and reliable products and services, and providing outstanding customer service and support, IAT helps customers become significantly more productive and profitable. Founded in 1986, IAT is a privately held company based in Salt Lake City, Utah. To learn more about IAT, CT Center, and CT Impact, visit our website at www.iat-cti.com, send an email to info@iat-cti.com, or call 800-574-8801.

About Co-nexus

Co-nexus Inc., headquartered in Houston, Texas is one of the nation's leading providers of call logging and quality monitoring solutions for contact centers. The CXM software suite includes phone recording, recording of PC activity, grading software, coaching software and customer satisfaction surveys. Hundreds of leading companies across the US utilize CXM for quality assurance and to improve customer service levels. For more information about CXM technology visit www.4cxm.com.

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