

NeoVox Global, Next-Generation Contact Center, Chooses Windstream to Implement Avaya Call Center Infrastructure

Personalized Service, Flexibility Named as Key Factors in Decision

CARTHAGE, Mo., July 26, 2012 (GLOBE NEWSWIRE) -- [Windstream Corp.](#) (Nasdaq:WIN) announced today that it has been selected by [NeoVox Global](#) to implement a state-of-the-art contact center at NeoVox's new headquarters in Carthage, Mo. The 180-seat center, featuring Avaya Aura® call center technology, is designed to handle thousands of inbound multimedia communications every day for Fortune 100 companies, including traditional voice, but also web-based chat, email, IM, even SMS text messages.

NeoVox is focused on building what it calls "a new model of excellence in live and automated customer contact services." NeoVox officials said they chose Windstream because of its dedication to personalized service and flexibility in helping NeoVox meet its clients' needs...traits they said mirror their own approach to business.

"Our representative from Windstream's Integrated Solutions Group (ISG) kept us up-to-date regarding every step of the process," said Will Westmoreland, NeoVox Global's vice president of sales. "Windstream's contact center practice team helped design, support and install our solution. They've also taken the time to help us adapt our system as we grow. As we've recruited clients who have specific needs, our Windstream representative takes our business plan and tweaks it to provide the different technological features we need."

Windstream recognized that NeoVox Global needed a contact center platform that provided a full range of services, concurrent with its corporate vision. By recommending the Avaya Aura® platform, [Windstream provided NeoVox with an innovative and cost-effective multimedia communications infrastructure](#) that integrates current and emerging investments in voice, video, real time collaboration and more, with the ability to scale as its needs evolve.

Windstream provides a [full suite of communications systems solutions](#) from traditional voice systems to fully integrated IP telephony platforms to meet the needs of any business. Windstream also offers [data](#), [voice](#), [networking](#) and [cloud solutions](#), as well as [managed services](#) to businesses nationwide.

The combination of Windstream's commitment to service and smart technology has enabled NeoVox to implement a call tree operation that has improved productivity. "Using Avaya technology from Windstream, we built a call tree for one of our clients that better routed incoming calls to specific reps and reduced call times," said Brian Malcolm, NeoVox's vice president of operations. "By doing that, we've been able to almost double our efficiency. We are taking more calls and spending less time on each one."

Westmoreland said NeoVox was looking for a vendor to be their trusted adviser. "We needed a company that would help us choose the right technology, and would stand behind both it and us," he said. "We found it in Windstream."

NeoVox has demonstrated its commitment to the Carthage community following last year's deadly tornado in nearby Joplin, Mo., that killed 161 people and decimated large portions of the city. As Joplin continues to recover from last year's tornado, NeoVox has emerged as a major employer in the city. Windstream is already working with the company on a planned expansion of services to its Carthage contact center, including predictive dialing and network carrier services, with SIP capability.

About Windstream

Windstream Corp. (Nasdaq:WIN) is a leading provider of advanced network communications, including cloud computing and managed services, to businesses nationwide. The company also offers broadband, phone and digital TV services to consumers primarily in rural areas. Windstream has more than \$6 billion in annual revenues and is listed on the S&P 500 index. For more information, visit www.windstream.com.

The Windstream Corporation logo is available at <http://www.globenewswire.com/newsroom/prs/?pkgid=7044>

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