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***For Immediate Release***

## **Influent Appoints Felipe Osorio as General Manager of Influent Panama**

Dublin, OH; February 6, 2006 --- Influent, a leading provider of outsourced customer contact solutions with facilities in the U.S., Philippines and Panama, announced today that Felipe Osorio has been appointed General Manager of Influent Panama.

Felipe will be responsible for the implementation and management of the second phase of expansion in Panama from 150 to 300 seats. He will also oversee recruitment of bilingual representatives and supervisors to accommodate center staffing that is projected to double by year-end.

Felipe, a ten-year Influent veteran, rose through ranks at the company, spending eight years at Influent's Lincoln, Nebraska site where he began as a telephone representative while attending the University of Nebraska. In mid 2003, he assisted in the start-up of Influent's first offshore center in the Philippines, where he was Productivity Manager. His success there led to him being named the first Call Center Manager in Panama in November, 2004.

Andrew C. Jacobs, President & CEO of Influent stated, "Since 2004, the Panama facility has been successfully servicing the needs of U.S.-based clients as they seek to reach the lucrative Hispanic market. I couldn't be more pleased with the operational talent that Felipe brings to Influent Panama as it continues to grow as a result of new inbound and outbound programs."

### **About Influent**

Influent provides a suite of inbound, outbound, customer care and business process outsourcing solutions to a wide range of *Fortune 500* firms and other industry leading companies. Privately held and based in Dublin, Ohio, Influent has ten company-owned domestic, near shore and offshore customer contact centers employing over 2,000 people worldwide. To learn more about Influent, contact Hayley Savage at 614.280.1600, via email at [Hayley@influentinc.com](mailto:Hayley@influentinc.com) or visit [www.influentinc.com](http://www.influentinc.com).

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