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For Immediate Release

Influent Ranked as Fastest Growing Outsourcer of Inbound Contact Center Services

DUBLIN, OH; March 15, 2005 — ContactCenterWorld.com recently announced its 2005 annual rankings of customer contact center outsourcing service providers. ContactCenterWorld.com is the leading on-line resource site for the contact center industry around the world and has published its annual rankings since 1999. The Top Outsourcer rankings are designed to recognize the industry's leading service providers.

Influent, a leading provider of outsourced customer sales and service solutions, has been identified as the fastest growing provider of inbound services, ranked both by growth in number of seats and annual sales revenue. Raj Wadhvani, ContactCenterWorld.com's founder and Editor-in-Chief says, "This award program recognizes performance in terms of sales, size, specialty and growth. For far too long the industry has been asking us for this sort of information and in the absence of third party data, we decided to produce the rankings ourselves and share this information with our 79,000 members."

Influent maintained a strategic focus for several years on outbound customer lifecycle programs and licensed-insurance sales. In recent years, clients have asked Influent to add inbound services to its diversified offerings. Based on clients' desire to take further advantage of Influent's performance-driven culture, Influent has invested heavily in cutting-edge technology and has transformed all centers to a completely automated blended call environment.

Andrew C. Jacobs, President and CEO of Influent, commented, "We are thrilled to be recognized with these prestigious awards and to stand among the industry leaders. It is a real tribute to the dedication of our employees and their unwavering focus on service quality."

About Influent

Influent is a leading provider of customer interaction solutions. They were recently honored as the 2004 recipient of the American Teleservices Association's (ATA) "Industry Leader Award." 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 owns and operates both domestic and international facilities employing over 2,000 employees worldwide. Learn more about Influent at www.influentinc.com.

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