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For Immediate Release

Influent Honored With *Customer Inter@ction Solutions*[®] Magazine's Top 50 Teleservices Agencies Award

DUBLIN, OH; April 18, 2005 — Technology Marketing Corporation's (TMC[®]) *Customer Inter@ction Solutions*[®] magazine has ranked Influent as one of the Top 50 Teleservices Agencies. *Customer Inter@ction Solutions* has been the leading publication in CRM, call centers and teleservices for over two decades.

Influent has been honored as being among the 20 largest providers of outsourced customer contact services in both the domestic and international categories. Influent is a leading provider of outsourced customer contact solutions, including outbound business-to-consumer ("B2C"), outbound business-to-business ("B2B"), inbound customer care, and non-voice business process outsourcing ("BPO") to clients in a variety of industries. Influent has built leadership positions in several categories, including financial service sales, licensed-insurance products, consumer services, and customer care solutions.

"The Top 50 Teleservices Agencies list offers the industry the most honest and reliable ranking of companies. It is truly the benchmark for choosing large-size teleservices agencies," said Nadji Tehrani, Executive Group Publisher and Editor-in-Chief of *Customer Inter@ction Solutions*.

Andrew C. Jacobs, President and CEO of Influent, commented, "We are thrilled by the attention and recognition gained by earning these prestigious awards. Our team has worked very hard in building an integrated suite of solutions that solves the customer interaction needs of our clients. The true test of a company's growth is the length and depth of its client relationships. We're very proud of the partnerships we have grown over the past several years."

It can be difficult to find consistent benchmarking data for client tenure in this industry, but a recent industry report referred to client relationships of "more than three years tenure [as] well above the call center industry average." Jacobs noted that "nearly fifty percent of our clients have been with Influent for at least three years and over one third of our client relationships exceed four years in length."

In its 20th year, *Customer Inter@ction Solutions* magazine's exclusive Top 50 Teleservices Agencies Ranking recognizes the top 50 inbound and outbound teleservices agencies, both domestic and international, as measured by the amount of billable telesevice minutes they have completed during the past year.

Award winners must meet the stringent criteria set by the editors of *Customer Inter@ction Solutions*. Influent's billable minutes were verified by the editors for accuracy and reliability. In addition, each agency reviewed was required to submit a letter of verification from each of its telephone service providers certifying the number of minutes for which it billed the agency during the 12 month period from November 2003 to October 2004.

The Top 50 Teleservices Agencies rankings were recently published in the March 2005 issue of *Customer Inter@ction Solutions* magazine for outbound agencies and to be released in the April 2005 issue for inbound and interactive inbound agencies.

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.

About TMC®

Technology Marketing Corporation (TMC) publishes two print magazines: *Customer Inter@ction Solutions*, and *Internet Telephony*; five digital publications, SIP Magazine, Speech-World, WiFi Telephony Magazine, VoIP Developer, WiMAX Magazine; and the online publications TMCnet.com, Planet PDA Magazine, WiFi Revolution, Alternative Power and BiometriTech. TMC is also the first publisher to test new products in its own on-site laboratories, TMC Labs. TMC also produces The VoIP Developer Conference, Speech-World Conference, IP Contact Center Summit and The Global Call Center Outsourcing Summit. TMCnet.com publishes more than 25 topical online newsletters. For more information about TMC, visit its Web site at www.tmcnet.com.

