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***For Immediate Release***

**Influent Chooses Dublin, Ohio for New Global Quality Center**

DUBLIN, OH; June 21, 2006 --- In reaffirming its focus on the quality of services it provides to clients, Influent announced it has opened a new Global Quality Center in Dublin, OH. Influent is recognized as one of the largest providers of outsourced customer sales and service solutions in the United States.

Critical to the seamless delivery of superior contact center services, is Influent's ability to monitor over 2,000 representatives located in ten company-owned customer contact centers across the U.S., and in the Philippines and Panama. The services that are performed in the Quality Center include bilingual quality assurance call monitoring, sales verification, quality auditing as well as customer service follow up.

"Centralizing our corporate quality operations makes sense and has been a long-standing goal of Influent," said Influent President & CEO, Andrew C. Jacobs.

Roger Jacobs, Influent's Executive Vice President went on to say, "The city of Dublin, in approving an incentive package for Influent, made it attractive to expand our facilities here. We have doubled our local workforce in Dublin in the past three years and have grown to nearly 1,000 employees in the state of Ohio alone."

"Influent is a successful and growing company that could locate its workforce anywhere in the world. It was the technology we were able to provide that was the catalyst to retain these jobs in Central Ohio," said Dublin's Acting Economic Development Director Colleen Gilger.

**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 2,300 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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