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***For Immediate Release***

**Influent Announces New Customer Interaction Center Opening; Assistance Provided by the Ottumwa Area Development Corporation**

DUBLIN, OH; November 28, 2005 --- Influent, a leading provider of outsourced customer sales and service solutions with offices in the U.S., Philippines and Panama, along with the Ottumwa, Iowa Area Development Corporation announced today that Influent will open a new customer interaction center in downtown Ottumwa located in the Quincy Place Mall.

The majority of Ottumwa-based licensed insurance agents who previously worked for APAC Customer Services have already accepted employment with Influent which has increased its staff of licensed insurance agents by over 40% since January 1<sup>st</sup> of this year.

"I am very impressed with the caliber of people in Ottumwa, some of whom have over 14 years of insurance teleservices experience. To demonstrate Influent's commitment to our insurance industry clients who continue to award us additional programs, I expect the Ottumwa site to serve as a dedicated insurance customer interaction center to serve their growing needs," stated Andrew C. Jacobs, President & CEO of Influent.

Mayor Dale Uehling of Ottumwa said: "APAC has been a good corporate citizen of Ottumwa for over 10 years and we are sorry to see them depart. At the same time, we are very pleased Influent has offered employment to APAC employees and will continue to allow our citizens to demonstrate the quality of our education system and strong work ethic in our community. We welcome Influent and hope to see them expand their operations in the very near future."

"Customer call centers are an important component to our base economy" said Richard Gaumer, Chairman of the Ottumwa Area Development Corporation. "Ottumwa has a very strong manufacturing and processing base but we need more of the kind of jobs Influent represents in an office environment. We were pleased to be able to assist Influent in determining the suitability of Ottumwa for their operations and have every hope they will expand further in our community."

**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 with over 1,000 workstations, employing over 2,000 employees 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).

**About the Ottumwa Area Development Corporation**

Representing Wapello County and Ottumwa, the Ottumwa Area Development Corporation (OADC) provides economic and industrial development services for existing and new primary employers. More information, including existing buildings and land sites can be found at [OttumwaDevelopment.org](http://OttumwaDevelopment.org)



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