

Press Release

Ydilo is sponsoring the Expocontact 09 Conference

Madrid, 11 May 2009.

Ydilo announces that it is sponsoring the Expocontact 09 conference, an important event for the contact centre industry taking place in Madrid, Spain, from 20-21 May. 2009.

This global exchange for contact centres is an opportunity for sharing knowledge, ideas and opinions on the future for the sector learning about new technologies and solutions, how to encourage customer loyalty and retention and the tools needed for contact centres in the 21st century.

Ydilo, as a leader for advanced speech solutions across many sectors, from telecom operators, banks through to contact centres, firmly believes that the industry must be made aware of the possibilities for affronting existing challenges companies have for offering high-quality and cost-effective customer-facing services. Particularly in today's climate of economic uncertainty, automated speech solutions make more sense than ever. If they are well-designed they offer greater cost efficiencies without compromising the level of service rendered.

Despite adversity, the market is constantly evolving. Contact centres and other companies servicing them must continue to keep abreast of the latest trends in the industry to ensure their competitive edge.

In this light, at the event Ydilo will also be available for discussing and sharing precisely how automated speech solutions can meet this challenge. In fact, along these lines, Ydilo will present their solutions that are apt for this difficult economic climate. Ydilo Debt Collection shortens the life cycle of pending payments. Ydilo Speech Assistant helps to make the most of existing IVR systems, by optimizing the number of calls successfully resolved. Ydilo Surveys provide companies with an efficient means of assessing customer satisfaction to be able to make effective improvements in customer care.

By adopting automated speech solutions, companies have a better chance of surviving the current climate by retaining their customers more effectively.

For more info on the event, please visit:

<http://www.grupokonecta.com/EXPOCONTACT09/index.html>

About YDILO AVS

Ydilo A.V.S. is a leading provider for managed services and advanced speech solutions with natural language recognition technologies. These leading-edge solutions have been internationally recognized for their high level of quality and usability.

Telecommunications operators, banks and other large enterprises reap the benefits of automated Ydilo customer care and value-added services. Currently, Ydilo operates more than 3,000 ports with natural language recognition attending over 150 million calls annually.

YDILO ADVANCED VOICE SOLUTIONS, S.A.