



FOR IMMEDIATE RELEASE:

Improving Workforce Management with Interactive Voice Response (IVR)

Omaha, NE, May 6, 2009 – Wessan Interactive, a leading provider of Interactive Voice Response (IVR), Text Messaging and Interactive Web has developed an automated solution that accurately tracks employees' daily attendance through the use of an IVR.

Now, employees can call work and report absences at any time, from anywhere, via a toll-free number. The system will record the date and time of the call, the employee's name, work shift, department and reason for the absence. The system also allows employees to input the time they will be reporting to work in the event that they will be arriving late.

As a result, human error including loss of hand-written notes, unintelligible employee voice mails and other missing employee information is practically eliminated – improving the overall workforce management strategy.

About Wessan Interactive

For over 20 years, Wessan Interactive has been developing interactive solutions for a wide variety of industries. They have created thousands of different IVR applications, developed hundreds of unique websites, transcribed millions of hours of data for various companies, stayed ahead of emerging technology and processed tens of millions of calls, text messages and web hits. For more information on Wessan Interactive, call 800-468-7800 or visit wessan.com.

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