

ECSI Selects inContact to Power Customer Service and Client Support Contact Centers

Education Industry Solutions Partner Leverages Power of the inContact Cloud to Enhance Customer Experience, Improve Processes and Support Additional Growth

SALT LAKE CITY (November 30, 2011) – inContact (NASDAQ: [SAAS](#)), the leading provider of cloud-based contact center software and contact center agent optimization tools, today announced that ECSI, the leading provider and partner for the education industry, selected the inContact call routing solution to power its customer service and client support contact centers.

ECSI provides higher education and post-graduate solutions including loan servicing, accounts receivable recovery, payment plans, business outsourcing, default management and financial services. Their Customer Care Operations works with colleges, universities, private loan companies, students and borrowers, processing a wide variety of calls to support each client and their customers. ECSI has a strong focus on the customer experience, and looked to upgrade its technology to improve call handling and first call resolution while streamlining the experience for the client and their customers.

"The move to inContact will allow us to optimize our Customer Care Operations, which will result in an enhanced customer service experience. In addition, with the platform being a cloud offering, our ability to expand quickly and meet the needs of our clients and their customers will greatly improve, said Dan Frazier, Chief Operating Officer for ECSI."

In the higher education industry, more colleges and universities are focused on adding education savvy solution partners to assist with their inbound and outbound call campaigns. ECSI is the ideal partner to assist with their objectives. With over 39 years of higher education experience, and leveraging the flexibility of the inContact platform, ECSI can easily manage these campaigns to fit the unique needs of each of organization.

"The inContact platform enables so much flexibility; it's fantastic to see how our customers can leverage the power of the platform to find new pathways to profit," said Paul Jarman, inContact CEO. "We're excited to work with ECSI and to help them enhance the service they provide to their clients, students and customers."

About ECSI

ECSI provides a full range of customizable solutions in support of the entire life cycle of higher education and post-graduation including loan servicing, accounts receivable recovery, payment plans, business outsourcing and financial services. Founded in 1972, ECSI has consistently established itself as the leading provider and partner for the education industry. ECSI currently services over 1,300 colleges and universities offering a full suite of intuitive and cost effective solutions. For more information, visit <http://www.ecsi.net>.

About inContact

inContact (NASDAQ: [SAAS](#)) helps contact centers around the globe create profitable customer experiences through its powerful portfolio of cloud-based [contact center software](#) solutions. The company's services and solutions enable contact centers to operate more efficiently, optimize the cost and quality of every customer interaction, create new pathways to profit and ensure



ongoing customer-centric business improvement and growth. To learn more, visit www.inContact.com.

Additional Information

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- Become a fan of inContact on Facebook: www.facebook.com/inContact
- Read more about contact center best practices: <http://blog.inContact.com>

Safe Harbor Statement: The Private Securities Litigation Reform Act of 1995 provides a safe harbor for forward-looking information made on the Company's behalf. All statements, other than statements of historical facts which address the Company's expectations of sources of capital or which express the Company's expectation for the future with respect to financial performance or operating strategies, can be identified as forward-looking statements. Such statements made by the Company are based on knowledge of the environment in which it operates, but because of the factors previously listed, as well as other factors beyond the control of the Company, actual results may differ materially from the expectations expressed in the forward-looking statements. (For the complete statement, please [click here](#).)

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