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## **FS-Virtual Agent Captures Customer Interaction Solutions' 2002 Product of the Year Award**

(Potsdam, New York – January 22, 2003) Fused Solutions, a leading provider of comprehensive contact center solutions, was recently awarded Customer Interaction Solutions' Product of the Year for 2002.

“We are pleased to have been recognized for this award,” stated Fused Solutions president and general manager Mark Cornett. “This is the second award we have won with this new solution element and it continues to validate the reasons for our foray into the self-service market. With the economy driving thin margins, it is nice to have a service that helps to maximize those margins with a transaction-based offering.”

FS-Virtual Agent™ rounds out a suite of services and technology available from Fused Solutions, which currently includes the following solution elements:

FS-Virtual Agent™ -- Hosted self-service application

FS-Live Agent™ -- Outsource 24/7 contact center support services

FS-Remote Agent™ -- Hosted CRM/IP telephony solutions for in-house contact center agents

FS-Report Agent™ -- Web native report generator for issue ticket and contact center information

### **About Fused Solutions**

As a subsidiary of 100 year-old Nicholville Telephone Company, the origins of Fused Solutions stem from its affiliate ISP, Slic.com. Started in 1995, Slic.com began technical support outsourcing in 1998, and was incorporated as Fused Solutions in January of 2002. Throughout this time period, Fused Solutions continually enhanced its contact center capacity, infrastructure, and effectiveness with improved process and technology investments. Recognizing the advanced capabilities Fused Solutions had developed in-house, the Company today positions itself as a high-quality provider of comprehensive contact center solutions, including contact-center services, CRM technology, workforce management, and IP telephony. For more information, call (315) 265-3400 or visit the Fused Solutions Internet site at [www.fusedsolutions.com](http://www.fusedsolutions.com).

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