



Fused Solutions

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Fused Solutions Enters the Workforce Management Market with Second Revision

(Potsdam, New York – May 7, 2003) Fused Solutions, a leading supplier of comprehensive contact center solutions, announces the general availability of the 2.0 version of EmPlex™. Part of a broad solution suite of technology, services, and expertise, EmPlex™ brings to market an innovative approach to **workforce management**.

EmPlex™ combines the most sought after features of multiple workforce management systems in one easy-to-use, web-based application, including - skills-based scheduling; employee-profile management; staff training and development; time keeping and labor reporting; internal company communications; Human Resource Management tools; and performance measurement and reporting.

This combination of features provides a central location for employee-centric data and a comprehensive reporting solution for each of the included areas. While developed with the specific needs of contact centers in mind, EmPlex™ is completely customizable for use in any organization where employee management is important. With the ability to manage each of the included features in one application, each EmPlex™ implementation is a custom-built solution.

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.

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