



RSI Creates Communications Reporting and Management Software for Nortel Platform

Suite of Products from RSI Attains Nortel Compatible Product Designation

TORONTO, May 19, 2008 —Resource Software International Ltd. (RSI) today announced the availability of its Activity Reporter system, a call accounting and communications management solution that tracks and analyzes network performance to help businesses maximize efficiencies and increase employee productivity.

Activity Reporter is developed exclusively for distributors of Nortel's Business Communications Manager (BCM) 50 release 3.0. A basic configuration of the solution comes on-box, free of charge and provides a static four-day report window on BCM telephony metrics including call accounting, auto attendant call routing, hunt groups and voicemail.

For more detailed tracking and monitoring, businesses can load the Activity Reporter Standard software onto a PC to slice and dice information for a better understanding of call flows and ways to optimize them. From there, adjustments can be made to improve customer service, increase employee productivity and realize cost savings. Activity Reporter Standard is intended for customers with comprehensive reporting requirements. It is a full-fledged communication management system that processes and stores the data into an embedded SQL database.

"The launch of Activity Reporter is the culmination of many months of mutual collaboration between Nortel and RSI," said Rito Salomone, President of RSI. "Activity Reporter is tightly integrated within BCM giving users a truly seamless experience. We are delighted to offer customers an intuitive means of managing their communication facilities."

In addition to unveiling Activity Reporter, RSI also announced that a number of its other BCM products have successfully completed compatibility testing through the Nortel Developer Program and now carry the Nortel Compatible Product designation. These include Shadow CMS, TeleCOST CMS, Visual Rapport, Revolution Web Call Accounting, and tools CTI Pack.

Revolution Web Call Accounting (version 3.6) gives small to medium businesses employing BCM 50 or BCM 200/400 with the ability to track, analyze, and manage both analog and IP communications.

Shadow CMS and TeleCOST CMS (version 4.1) retrieves, processes, reports on, and provides alerts concerning call details, enabling businesses to track and analyze information on their network usage and reduce communication costs.

Visual Rapport (version 3.1) promotes the seamless integration of instant messaging, screen pops and other communication productivity features into contact center operations for improved productivity.

tools CTI Pack (version 4.0) offers a series of enablers for telephony control and presence management, including toll restriction, call routing and forced account codes, which enhance the functionality of Nortel's BCM products and facilitate costs management.

By focusing on products such as the RSI solutions that bear the Nortel Compatible Product brandmark, customers may realize a reduction in total cost of ownership, as these products have been verified to use established, supported Nortel interfaces and integration specifications.

RSI is an active Nortel Developer Partner with a series of Nortel Compatible Products tailored for most Nortel telephony platforms including Norstar, BCM, Meridian 1, Communication Server 1000, and Survivable Remote Gateway.

The Nortel Developer Program is a co-marketing and compatibility testing program which acts as a liaison with leading independent software and hardware vendors to encourage and empower the development of innovative solutions that complement and enhance Nortel communication platforms, including traditional telephony, IP telephony, contact centers, and converged networks. The Nortel Developer Program has established a website specifically designed to promote Nortel Compatible Products. Simply enter www.nortel.com/developer into your web browser address field.

BCM50 is an all-in-one, affordable platform for converged voice and data communications; ideal for small to medium businesses with 3 to 50 users. BCM50 provides advanced capabilities such as robust telephony features, voice messaging and unified messaging, IP networking, Internet access, contact centers, mobility solutions and IP telephony. With an easy-to-use and highly flexible architecture, BCM50 enables small sites to benefit from convergence capabilities that were previously only available to much larger organizations. As a hybrid solution, meaning it supports both IP and digital telephones, BCM50 also provides up to 70 percent investment protection for existing Nortel Norstar customers.

About RSI

Founded in 1990, RSI is a developer and manufacturer of leading-edge communications management solutions. The company offers a wide range of other products including: call accounting, hotel/motel management, ACD reporting, CCR, Voice Mail and IVR reporting, carrier comparisons, switch administration and Software as a Service (SaaS). The company has distributors in North America, Europe, Asia, Australia, Caribbean and Middle East. For more information, visit RSI on the Web at www.telecost.com. For the latest RSI/Nortel news, visit www.telecost.com/nortel.