



PRESS RELEASE

Altivon to Exhibit at Western Energy Institute's Spring Energy Symposium Customer to Showcase Contact Center Solution in Conference Session

Phoenix, AZ – March 5, 2010—Altivon (www.altivon.com) today announced its participation in the [Western Energy Institute's 2010 Spring Energy Symposium](#), March 7-9, 2010 in Tempe, AZ. The symposium is a multi-track conference for corporate services and customer connections professionals in the energy industry. The Symposium offers insight into leading-edge corporate strategies, customer communication practices, workforce development, information technology, regulatory impacts and sustainable practices for the energy industry. Altivon provides communication solutions for utilities and other enterprises that need to improve customer interactions.

"This event brings together leaders in the energy sector to share best practices in communications and operations," said Bruce Andersen, President of Altivon. "We are pleased to be affiliated with WEI as a member and participating as an exhibitor, offering attendees the opportunity to learn more about how our solutions based on [Interactive Intelligence®](#) technology can improve their communications with customers."

Exhibits will be open during breaks and the event Reception on Monday evening. Visitors to the [Altivon](#) booth during one of the breaks can learn about [contact center solutions](#) and enter to win a Kindle wireless reading device. Altivon helps utilities improve their customer satisfaction and operational efficiency through contact center virtualization, workforce management, automated dialing, and support for remote agents.

On Tuesday March 8, Altivon customer, [Southwest Gas](#) will be participating in a session titled "From the Flintstones to the Jetsons - A View of the Future of Customer Service". Jo Miranda, Administrator/Bus Ops & Tech Support will describe how, with Altivon's assistance, Southwest Gas implemented a new contact center based upon Interactive Intelligence technology in the fall of 2008. Miranda will review the objective, process, implementation, lessons learned, and the results of their project.

To reserve a time for a demo, email nick.vanpeursesem@altivon.com or call 602-797-1210.

About Altivon

Altivon delivers high value, high impact unified communications solutions to Contact Centers and the Enterprise. Focused on elevating the experience of an organization's employees, partners and customers, Altivon handles all aspects of solution design, deployment, support and on-going improvement. The solution set includes multi-media [Customer Interaction Management \(CIM\)](#), [Interaction Process Automation \(IPA\)](#), and [Enterprise IP Telephony](#). Founded in 1989, Altivon is headquartered in Phoenix with offices across the US and Canada.

Contact

Nick VanPeursesem, Altivon, 602-797-1210, nick.vanpeursesem@altivon.com.