



Join us for a quality educational event

Symposium Set For September 26

Good food. A fascinating location. And an informative look at digital communications solutions that can benefit your business. Where can you find all three?

At the **Sound Communications 2002 Technical Symposium**, set for Thursday, September 26, from 2:00-7:00 pm. The location this year is the Jack Nicklaus Golf Museum at The Ohio State University in Columbus.

Dedicated in 2000, this 24,000 square-foot educational and historical facility is located near the Schottenstein Center and the Woody Hayes Athletic Center. The museum houses an assortment of

memorabilia collected by Nicklaus, including trophies, photographs and mementoes from many of his 20 major championships and 100 worldwide tournament victories.

Sound Communications has reserved the museum's theater for multimedia technical presentations in the afternoon. The educational session will be followed by appetizers, cocktails, and tours of this brand-new museum. In fact, we'll have the museum to ourselves for the cocktail hour.

Space will be limited for this event, so respond quickly when you receive your invitation in August. We look forward to seeing you!

Watch for your invitation to our 2002 Symposium, coming to your mailbox in August.



3440 Park Street
Grove City, OH 43123

Our Annual Symposium is September 26!

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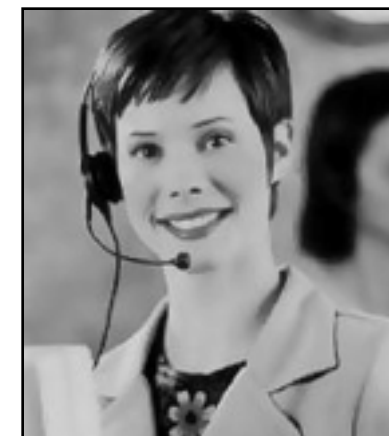
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Interaction Quality™: New from Mercom

For years, Mercom has operated under one guiding philosophy: If you might need it in the future, we build it today. The latest result? Interaction Quality™ Agent Evaluation Software, also known as IQ . . . a powerful tool for improving call center performance. What can IQ™ offer you?



Advanced Web Technologies

IQ uses Microsoft® .NET® to provide browser-based intranet access for all playback, evaluation, scoring, and reporting functions. IQ's Action Server Pages® allow for immediate, interactive information during the evaluation.

Unified Control

A single browser window is all you need to find, play, and evaluate calls, thanks to IQ's powerful integration capabilities. You can select an agent's call and play it back while synchronously viewing screen activity, smoothly evaluating and scoring the call performance. And IQ's use of the familiar Internet Explorer® interface means evaluators will need only minimal training to provide quality feedback.

Hosting by the Audiolog™ Server

Thanks to Audiolog's integral Microsoft® IIS® component, IQ's Action Server Pages can be hosted right on your Audiolog™ recording server. Not only does this cut down on hardware and maintenance costs, it also ensures easy and centralized updating.

Easy Customization

If different areas in your center have different evaluation needs, you'll appreciate IQ's ease of customization. The on-line Form Designer lets you view the form as you build it, and even allows multiple supervisors to simultaneously design different forms. Yet you retain control over who can create, edit, and score—and even which calls can be evaluated.

Sophisticated but Simple

IQ is powerful and functional enough for the largest contact centers. Yet because it is inherently scalable, IQ is affordable for smaller call centers and public safety centers as well. We're excited about what IQ has to offer—call us to learn more.

Sound Bytes...

is a publication of Sound Communications, Inc., 3440 Park Street, Grove City, OH 43123. For more information, contact us at 614/875-8500 or 800/556-8556. You can also visit our website at www.soundcommunications.com
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Featured Happenings & Products

What's News?

Sound Communications Revamps Website

If you haven't visited our website recently, there's no time like the present. We have a whole new look that includes:

- easier access to technical information and updates,
- direct purchase capability for removable media, uninterruptible power supplies, and other items,
- previous copies of our *Sound Bytes* newsletter,
- support downloads, and more.

Credit for the new look goes to Operations Coordinator Sean Bennett, who has taken on webmaster duties in addition to his other responsibilities. We appreciate Sean's efforts, and are sure you will, too.

Our new website is just one more way we're striving to combine state-of-the-art technology with exceptional service.

Though the look has changed, the address remains the same, so visit us soon at:

www.soundcommunications.com

A Good Time Was Had By All

Open House Follow-up

On April 25, 2002, more than 100 people attended the opening ceremony for our new facility and the reception which followed.

The Reverend Peter Ray of Bethel Lutheran Church began the afternoon with formal dedication of the building in Jack VanHorn's memory. Then, after a few words from Grove City Mayor Cheryl Grossman, the ribbon was officially cut.

Guests were treated to a buffet of hot and cold hors d'oeuvres, as well as a variety of beverages. Tours of the building included both

high-tech areas and a display of antique telecommunications equipment—a stunning example of just how far our industry has come.

Also on hand were representatives from CML, Mercom, Imminent Technologies, and more. These experts were able to answer questions and provide live demonstrations of cutting edge digital solutions for communications needs.

Thanks to all who attended. If you weren't able to join us, just take a look at the photos to see what you missed!

Congratulations To Our Open House Winners!

Nelson Tigner, National City Bank

Golf package for 2, including cart, at Foxfire Golf Club

Todd Hurley, City of Grove City

Mercom ALRC software license

Christine Evans, Safelite Auto Glass

Portable lounge chair

Gary Long and Chris Lawson, Cinergy

Val Sigler, Mead Employees Credit Union

Sound Communications logo shirt

Cynthia Dicken and Sandy Fielder, AEP

Teddy bear

Stan Harris, State Auto Insurance

Mike Sullivan, City of Columbus

Sound Communications logo umbrella

At left: Preparing to give the dedication is the Reverend Peter Ray of Bethel Lutheran Church. The building was dedicated in memory of longtime employee Jack VanHorn, who passed away in 1998.



At left: Guests at the ceremony included business associates, friends and family, and local dignitaries. Shown in the left foreground here Lynn Smith, Executive Director of the Grove City Area Chamber of Commerce and Grove City Mayor Cheryl Grossman.



At left: Refreshments and association were enjoyed by all. Shown here are Ahmed Muhumad, Travis Bell, and Sean Bennett of the Sound Communications technical team.

At right: Garry Stephenson, President of Sound Communications, enjoys some quiet time with Bruce Fairchild of Digital Design.

