



Founded in 1993 as a software company for the Call Center Industry, IRT has been operating contact centers since 1995 for a variety of Fortune 500 clients. Today, IRT operates 5 state-of-the-art contact centers in Florida, Texas and Oklahoma and owns international centers in the Philippines and Panama with J/V partnerships in the Dominican Republic, Guatemala and El Salvador. We have earned our reputation of unparalleled service and results by focusing our efforts on people. We believe in creating the right culture and building systems and processes that are focused on the "right behaviors". Our dedicated teams are fully committed to delivering the desired outcomes for our clients. We are known for:

- Our People
- Proven Experience
- Dedicated Site Solutions
- World Class Implementation
- Ability to Scale Programs Quickly
- Fast and Flexible Technology
- Communication Philosophy
- Reporting and Business Intelligence

Corporate Profile

Corporate Headquarters

4500 North State Rd 7, Suite 301
Fort Lauderdale, FL 33319

U.S. Contact Centers

Florida Fort Lauderdale, FL	Texas Houston, TX
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Florida Miramar, FL	Oklahoma Ada, OK
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Florida
Miramar, FL (East)

Global Footprint

Philippines
Panama
Dominican Republic
Guatemala
El Salvador

Date of Incorporation 1993

Key Business Development Contact

Stephen B. Ferber
General Counsel and Strategic Planning
Interactive Response Technologies, Inc
Phone (954) 895-6377
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Technology

- Fully redundant scalable Rockwell Spectrum, Avaya and Northern Telecom ACDs
- Inbound, Outbound and true blended agent capabilities
- Powerful telescripting, skills-based routing, flexible call transfer, voice mail
- Predictive and Preview Dialers – Davox
- Broad range of IVR solutions with speech capabilities
- Redundant voice and data services via dedicated access and MPLS from major carriers
- Proprietary CTI Enabled CRM

Technology Partners Include:

Oracle, Envision, Blue Pumpkin, AT&T, Microsoft, Cisco, Avaya, Nortel, Rockwell, Aspect

Call Center Statistics

Total Seating Capacity as of July 2010

Domestic	2,762
International	4,255

Call Type Service Experience

Inbound (B2C and B2B)

- Customer Service
- Retention
- Sales and Acquisition
- Enrollment
- Helpdesk
- Technical Support
- Reservations
- Information Services

Outbound (B2C and B2B)

- Sales
- Appointment Setting
- Up Selling
- Cross Selling
- Warm Welcome
- Lead Generation
- Payment Reminders
- Collections
- Survey

