



**For Immediate Release**

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**Envision Telephony, Inc. Honors Contact Center Visionaries**

***2007 Envision Excellence Awards Recognize ActiveHealth Management,  
Borders Group, Inc., Capital District Physicians' Health Plan, Inc.,  
Circles, Great Lakes Educational Loan Services, Inc.  
and Lufthansa GlobalTelesales***

Seattle — TBD, 2007 — Envision Telephony, Inc., a leading global provider of software solutions for the contact center and the enterprise, announced today that ActiveHealth Management, Borders Group, Inc., Capital District Physicians' Health Plan, Circles, Great Lakes Educational Loan Services, Inc. and Lufthansa GlobalTelesales have been named the winners of the 2007 Envision Excellence Awards. The awards honor companies using Envision's solutions that have transformed their businesses by efficiently and effectively improving performance required to deliver exceptional customer service from agents' desktops to enterprise decision-makers.

"I am honored to announce the winners of our second annual Envision Excellence Awards," said Rodney Kuhn, CEO, Envision. "Each of these winners has demonstrated vision, leadership and leveraged technology to optimize customer satisfaction, reduce costs and increase revenue."

The following is a selected list of the award winners:

**ActiveHealth Management**

ActiveHealth Management, a clinically-based, technology-driven health management services company, has been awarded the Voice of the Customer Award for demonstrating excellence in proactively leveraging the voice of the customer across their enterprise to make changes to improve performance and optimize customer satisfaction.

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**Borders Group, Inc.**

Borders Group, Inc., a leading global retailer of books, music, movies, and gift and stationery items, has been awarded the Envision Quality Monitoring and Coaching Award for demonstrating excellence in applying Envision's solutions for coaching and development into its quality lifecycle program improving agent effectiveness and customer satisfaction.

**Capital District Physicians' Health Plan, Inc.**

Capital District Physicians' Health Plan, Inc., an independent, not-for-profit health plan, has been awarded the Envision Spirit Award for demonstrating excellence in creating a high-performance culture. CDPHP exudes a high level of company spirit and has implemented a strategic program to continually and consistently motivate contact center employees.

**Circles**

Circles, a loyalty and experiential marketing company, designs customer loyalty programs for top-performing companies. The service they provide including concierge, experiences and events is designed to truly wow customers. The company has been awarded the Envision Technical Award for market-leading technical innovation that supports their delivery of exceptional service.

**Great Lakes Educational Loan Services, Inc.**

Great Lakes Educational Loan Services, Inc., one of the nation's largest providers of student loan services, has been awarded the Envision Workforce Optimization Award for demonstrating excellence in scheduling, forecasting and managing their workforce to efficiently and effectively process student loans.

**Lufthansa GlobalTelesales**

Lufthansa GlobalTelesales, one of the world's largest airlines, has been awarded the Envision European Excellence Award for demonstrating excellence in leveraging best practices and resources for coaching, developing and evaluating agents across multiple centers.

**About Envision**

Envision Telephony, Inc. is a global, award-winning provider of software and services that improve performance from the contact center to the enterprise. The company's flexible, integrated solutions enable customers to consistently deliver legendary customer experiences by improving agent, contact center and enterprise performance. Envision's software includes business

intelligence, speech analytics, workforce management and Click2Coach (composed of Envision Quality Monitoring and Envision eLearning). The company's solutions are deployed across thousands of desktops in both a telephony and a back-office environment. Envision offers business consulting, implementation, training and support services using a proven, ROI-driven methodology that delivers rapid and reliable results. More information can be found at <http://www.envisioninc.com>

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