



PRESS RELEASE

Altivon to Showcase Utilities Contact Center Solution at CS Week 35 Latest in Series of Events Focusing on the Utilities Industry in 2011

Phoenix, AZ – May 18, 2011—Altivon (www.altivon.com) announces its participation in [CS Week 35](#), May 23-25, 2011 in Orlando, FL. The company also participated in the [Western Energy Institute](#) Spring Symposium and the [EEI/AGA Customer Service Conference](#) earlier this year. CS Week is committed to providing a professional, educational and unbiased conference for electric, gas, water and sewer utilities, cooperatives and municipalities with a primary focus on customer service operations and the technologies that support those operations. Altivon provides [contact center solutions for utilities](#) and other enterprises that have an initiative to improve how customer interactions are handled.

“Contact centers within utilities are under pressure to increase efficiency for the business and provide greater availability for the customer,” said Bruce Andersen, President of Altivon. “Conferences like CS Week and the others we have attended this year are great forums for contact center managers to interact with each other and to learn about the technology available to address such issues as virtualization, remote agent management, self-service, automated notification, social media monitoring and more.”

In April the company exhibited at the EEI/AGA Customer Service Conference and Exposition. In March, Altivon exhibited at Western Energy Institute's 2011 Spring Energy Symposium, a multi-track conference for corporate services and customer connections professionals in the energy industry.

CS Week 35 exhibits will be open to all conference attendees on the 23rd and 24th. To encourage in-depth discussions and demonstrations, a block of time is also set aside on the 24th and 25th for invitation-only access to the exhibits. Visitors to [Altivon](#) booth #1029 can learn about [contact center solutions](#) and enter to win an iPad2.

To reserve a time for a demo, email nick.vanpeursem@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

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