



Radish Joins inContact inCloud Ecosystem Partner Program to Enhance Cloud Contact Center Visual Communications

inCloud Ecosystem (iCE) promotes innovations, such as ChoiceView® 'Voice with Visuals', to provide contact centers with competitive advantages

Boulder, CO and Salt Lake City, UT (June 29, 2016) – Radish Systems and inContact, Inc. (NASDAQ: SAAS), the leading provider of cloud contact center software and workforce optimization tools, are enabling businesses to improve their customers' communication experience by adding visuals to voice and chat calls. The fast-growing trend in customer engagement is to offer many ways to communicate with various types of devices while combining voice, visuals, and text in a seamless, easy way. Both companies offer the ever-growing cloud marketplace technological enhancements to improve business communications. ChoiceView transforms standard contact centers into visual live assistance centers and Interactive Voice Response (IVR) systems into true visual IVRs. Radish ChoiceView products are promoted through inContact's [inCloud Ecosystem Marketplace](#)

"We encourage contact centers to explore the offerings available from our inCloud Ecosystem partners, such as next-generation visual capabilities from Radish, and implement them into their existing or new systems," explained Rajeev Shrivastava, Chief Strategy Officer at inContact. "Visuals with voice, integrated into an Omnichannel platform, add a highly competitive capability for improving communications with business customers."

Theresa Szczurek, Radish's CEO added "Adding visuals to voice information accelerates customers' understanding, especially when calling about complex issues. Remember, 'One picture is worth a thousand words.' This partnership increases ChoiceView's outreach to businesses that seek to improve customer experience through cloud-based contact center solutions."

ChoiceView Applications. ChoiceView transforms new and existing traditional Interactive Voice Response (IVR) systems from many vendors into next generation, true Visual IVRs. It transforms the traditional contact center into a 'voice with visuals' live assistance center. Customer support is the killer app to improve sales and

service. Use cases across many industries include mobile commerce, True Visual IVR (Interactive Voice Response) systems (TrueVisualIVR.com), technical support, and enhanced customer support. Businesses can easily administer visual customer surveys after a self-service or live agent transaction, thereby increasing response rates. In health care, for example, nurse coaches can talk with patients while instantly sharing complex medical information thereby improving health outcomes and patient adherence. In retail, customers can talk and quickly see product information, receive order status, and purchase just the right products resulting in happier customers, higher revenues, and fewer returns. See more use cases and demo videos at RadishSystems.com/solutions/.

About inContact. inContact (NASDAQ: SAAS) is the cloud contact center software leader, with the most complete, easiest and most reliable solution to help organizations achieve their customer experience goals. inContact continuously innovates in the cloud and is the only provider to offer a complete solution that includes the customer interaction cloud, an expert service model and the broadest partner ecosystem. Recognized as a market leader by Gartner, IDC, Frost & Sullivan, Ovum and DMG, inContact supports over 6 billion interactions per year for enterprise, midmarket, government organizations and business process outsourcers (BPOs) who operate in multiple divisions, locations and global regions. To learn more, visit www.incontact.com.

About Radish Systems. Radish Systems, a mobile/enterprise software and professional services company, improves the way organizations communicate visually with all callers, including smart mobile device and browser users, through its award-winning ChoiceView Software-as-a-Service (SaaS) technology platform. ChoiceView offers the next generation of multimodal unified communications, allowing visual information and secure data to be shared during a phone call with callers using any phone, any network, and many display devices. It eases the pain of frustrating automated phone systems (IVRs) and live assistance. It transforms new and existing traditional IVR systems from many vendors into next generation, true Visual IVRs. The patented, HIPAA-compliant technology increases comprehension, problem solving, and recall on calls by as much as 600%, helps callers resolve inquiries faster with more clarity, improves overall user experience, and increases business profits. To experience "Wow, now I see what you're talking about!™" moments, go to www.RadishSystems.com and view the demo videos and/or tap "Try ChoiceView Now!" Twitter @RadishSystems.

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TAGS: ChoiceView, Interactive Voice Response, Visual IVR, True Visual IVR, Mobile User Experience, Unified Communications, Contact Center, Mobile Customer Support, Radish Systems, Customer Experience, Customer Relationship Management, mobile self-service, automated phone systems, visual customer engagement, voice with visuals, healthcare, cloud computing,

SAMPLE TWEET: @inContact & @RadishSystems partner to offer multi-modal @ChoiceView cloud contact center & #visualivr. Try it: +1-720-440-7560 #cctr #ivr

Visuals at: <http://www.radishsystems.com/media-center/media-resources/>.