

Alcatel-Lucent and Genesys' IP-based contact center solutions the clear choice for shortlist category in Datamonitor's IP Contact Center Decision Matrix

Alcatel-Lucent and Genesys shortlisted by Datamonitor when it comes to enterprise selection of IP and SIP-based contact center solutions

Paris, June 12, 2009 – A recent report by independent market analysis firm Datamonitor “Decision Matrix - Selecting an IP Contact Center Vendor,” provides a comparative analysis of the top IP contact center vendors in the enterprise market. Alcatel-Lucent (Euronext Paris and NYSE: ALU) and its subsidiary Genesys Telecommunications Laboratories, Inc. is one of only two vendors whose IP solutions Datamonitor recommends enterprise's place on their shortlist for IP contact center selection.

“Their very strong showing in the Decision Matrix analysis demonstrates that Alcatel-Lucent and Genesys are working on creating a unified culture of innovation. The companies' targeted product approach allows them to provide appropriate solutions to a wide range of enterprises, from the very small to the very large,” said Ian Jacobs, senior analyst at Datamonitor and the author of the report. “This broad reach, combined with high technical ratings for solution features and capabilities, reliability and scalability, and vendor strategy made Alcatel-Lucent/Genesys a clear choice for the Shortlist category.”

In order to deliver improved customer service, companies with legacy call center systems are increasingly investing in new IP-based contact center systems. These newer systems, which can be either on-premise or delivered via the software-as-a-service model, offer advanced features and functionality not found in older, TDM-based systems. Many organizations are finding these newer IP-based systems not only help cut costs, but substantially improve customer service.

“Alcatel-Lucent's IP-based solution easily integrated into our existing call center system, and enabled us to better manage our daily operations, providing long-term OPEX savings,” said Charamporn Jotikasthira, Senior Executive Vice President, Chief Information Officer, Siam Commercial Bank PCL, an Alcatel-Lucent OmniGenesys customer. “With customers and call center agents alike now enjoying better quality of service, we see this as a means to becoming more competitive.”

In evaluating the competitive dynamics in the IP Contact Center sphere, each vendor, including Alcatel-Lucent/Genesys, was assessed by Datamonitor in three categories: Technology Assessment; Market Impact; and End-user Sentiment. According to the report Alcatel-Lucent/Genesys received the top overall score in the Technical Assessment rankings, receiving especially high marks for solution features and capabilities, reliability and scalability, and vendor strategy. Those top marks combined with relatively strong User Sentiment and Market Impact rankings pushed the company clearly into the Shortlist category.

More information about the [Alcatel-Lucent](#) and [Genesys](#) IP contact center solutions is available online. The “Decision Matrix - Selecting an IP Contact Center Vendor” report is available compliments of Alcatel-Lucent and Genesys at the following link:

http://www.genesyslab.com/news/analysts/090115_Selecting%20an%20IVR%20vendor%20AB%20FINAL.doc

About Datamonitor

Datamonitor is the world's leading provider of online data, analytic and forecasting platforms for key vertical sectors. It helps its clients, 5,000 of the world's leading companies profit from better, more timely decisions. Through its proprietary databases and wealth of expertise, clients are provided with unbiased expert analysis and in-depth forecasts for seven industry sectors: Automotive & Logistics, Consumer Markets, Energy, Financial Services, Healthcare, Retail and Technology. Datamonitor maintains its headquarters in London and has regional offices in Frankfurt, New York, San Francisco, Chicago and Sydney. See www.datamonitor.com for further details.

About Genesys Telecommunications Laboratories, Inc.

Genesys, an Alcatel-Lucent company, is the only company that focuses 100 percent on software to manage customer interactions over the phone, Web and in e-mail. The Genesys software suite dynamically connects customers with the right resources - self-service or assisted-service - to fulfill customer requests, optimize customer care goals and efficiently use resources. Genesys software directs more than 100 million customer interactions every day for 4,000 companies and government agencies in 80 countries. These companies and agencies can leverage their entire organization, from the contact center to the back office, to improve the overall customer experience. As a result, Genesys helps stop customer frustration, drive efficiency and accelerate business innovation. For more information, go to www.genesyslab.com.

About Alcatel-Lucent

Alcatel-Lucent (Euronext Paris and NYSE: ALU) is the trusted partner of service providers, enterprises and governments worldwide, providing solutions to deliver voice, data and video communication services to end-users. A leader in fixed, mobile and converged broadband networking, IP technologies, applications and services, Alcatel-Lucent leverages the unrivalled technical and scientific expertise of Bell Labs, one of the largest innovation powerhouses in the communications industry. With operations in more than 130 countries and the most experienced global services organization in the industry, Alcatel-Lucent is a local partner with a global reach. Alcatel-Lucent achieved revenues of Euro 16.98 billion in 2008 and is incorporated in France, with executive offices located in Paris. For more information, visit Alcatel-Lucent on the Internet: <http://www.alcatel-lucent.com>

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