

Press release

Teleperformance Leverages Genesys for Industry Break-Through In Hosted Contact Centers

World's Leading Contact Center Outsourcer Partners with Genesys for Major New On-Demand Contact Center Service Offering

Paris and San Francisco, September 3rd, 2009 – Teleperformance, the world's leading provider of outsourced customer service has launched a major new hosted "Contact Center On Demand" offering enabling enterprises to quickly and cost effectively scale operations and add robust multi-channel capabilities. At the heart of the new hosted services is software from Genesys, an Alcatel-Lucent company (Euronext Paris and NYSE: ALU), and years of experience Teleperformance has gained deploying and managing complex technology for many of the largest and most demanding Global 500 companies.

Teleperformance, based in Paris, France, is the world's largest outsourced contact center services provider, with \$2.6 billion USD in annual revenues for 2008. Teleperformance has dramatically grown its presence over the last decade in the North American market, and has deployed more than 12,000 Genesys seats in North America alone over the past five years. That experience, along with state-of-the-art hosting and contact center facilities provides a significant pool of knowledge to the on-demand contact center market.

With its new hosted products and services, Teleperformance extends its market reach by enabling any sized business to launch or expand their call center footprint without having to invest capital in contact center infrastructure and IT staff. Teleperformance directly operates its physical facilities, and will offer hosted services as a complement to its provision of contact center personnel.

"Teleperformance is clearly a world leader and this is an excellent fit. They have a proven understanding and an excellent track record of creating exceptional customer experiences," said Nicolas De Kouchkovsky, President of Genesys.

"The 'cloud' is becoming more pervasive across multiple facets of customer service," added Daniel Hong, Lead Analyst, Customer Interaction Technologies for Datamonitor. "This new service offered by Teleperformance, a leading global outsourcer, is an important development and represents a significant step for the company. It also further validates the attractiveness and stickiness of the hosted contact center model in the enterprise market."

With its flexible capacity and ease of adapting the solution to changing business needs, Teleperformance's hosted services will support the complete range of customer service needs, from agent seats up to sophisticated multi-channel solutions. Solutions include Genesys voice and multi-channel routing and queuing, voice and web self-service, queue management, CTI, workforce management, real-time monitoring, and reporting and analytics

“With this new offering, we can provide for all that our clients need, from a flexible hosted platform to the agents themselves”, Brent Welch, CEO of Teleperformance USA asserted. “We are delighted to combine the best of Genesys and Teleperformance to offer the most complete and robust solution available today. With this solution, we can offer total solutions to serve our clients needs across a wide variety of verticals and types of markets served.”

Dominic Dato, Executive Chairman of Teleperformance USA added, “We are delighted to continue our commitment to our clients around the world, by offering the highest caliber of customer service agents in the business, leading-edge technology and a safe and sound infrastructure to enhance their business, and ours.”

About Teleperformance

Teleperformance (NYSE Euronext Paris: FR 0000051807), the world's leading provider of outsourced CRM and contact center services, has been serving companies around the world rolling out customer acquisition, customer care, technical support and debt collection programs on their behalf. In 2008, the Teleperformance Group achieved EUR 1.784 billion revenues (US\$2.6 billion - average exchange rate at December 31, 2008: EUR 1 < > = US\$1.46). The Group operates about 82,000 computerized workstations, with more than 100,000 employees (Full-Time Equivalents) across 249 contact centers in 47 countries and conducts programs in more than 66 different languages and dialects on behalf of major international companies operating in various industries. www.teleperformance.com

About Genesys Telecommunications Laboratories, Inc.

Genesys, part of Alcatel-Lucent's Applications Software Group, is the leading provider of software to manage customer interactions over the phone, Web and mobile devices. The Genesys software suite connects customers with the right resources – self-service, assisted-service and proactive outreach – 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 dynamically engage with their customers. As a result, Genesys stops customer frustration, drives efficiency and accelerates 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>.

TELEPERFORMANCE

MEDIA CONTACT

Elizabeth Gordon

+1 415.595.5538 - elizabeth@gordonpr.com

INVESTORS RELATIONS

Michel Peschard

Finance Managing Director, Board Member

+33-1 55 76 40 80 - info@teleperformance.com

LT VALUE - Investors Relations and Corporate Communication

Nancy Levain - +33-1 44 50 39 30 - nancy.levain@ltvalue.com

GENESYS

MEDIA CONTACT

David Radoff

+1 650.466.1078 - dradoff@genesyslab.com