



Quality people, Innovative solutions

PRESS RELEASE
For immediate release

NEW VICE PRESIDENT BRINGS WEALTH OF EXPERIENCE TO VOXDATA

Montreal, December 2nd 2009 – France Couture, president of VOXDATA, is proud to announce the appointment of Lise Racicot as Vice President, Client and Employee Experience. Ms. Racicot’s main task will be to develop relations between VOXDATA and its employees at all levels in order to ensure they have the necessary tools to maintain the highest standards in the client experience area.

“Our company wouldn’t be what it is today without the contribution of our employees and the relationships we build with our clients on the phone. This new position will be a vital one, especially in our competitive business environment,” said Ms. Couture.

In the past decade, Ms. Racicot has developed in-depth knowledge of VOXDATA. “The expertise she has acquired over the years in quality management, especially these last five years in her capacity as Director of Operations and Client Relations, makes her an ideal choice for the job,” added Ms. Couture.

VOXDATA’s call center management expertise enables it to offer continuous call services adapted to a clientele composed predominantly of financial institutions, public service or telecommunication companies, and insurance firms.

About VOXDATA

A Canadian private company founded in 1995, VOXDATA provides inbound and outbound call services in English and French. The firm is headquartered in Montreal and has an office in Toronto. A member of the Canadian Marketing Association, VOXDATA is ISO 9001-2000 certified. In 2009, VOXDATA was ranked eighth in the outbound call sector for its international operations and seventh for inbound calls in the “Interactive Inbound” category among the top 50 North American call centers evaluated by TMC Customer Interaction Solutions magazine. VOXDATA ranks 324th out of Quebec’s top 500 companies according to *Les Affaires* and *Commerce* magazines. VOXDATA was also named best outsourced call center in ContactCenterWorld.com’s Members’ Choice Awards.

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