

## **AltiGen Adds AFTECH Clients**

AltiGen(R) Communications, Inc. [ATGN](#) a pioneering manufacturer of VoIP business phone systems and call center solutions announced today that three new customers have deployed its solution across credit union locations in Pennsylvania, Oklahoma and Louisiana. The phone systems, call centers and Interactive Voice Response (IVR) solutions have been deployed in conjunction with AFTECH of Malvern, PA at Lehigh Valley Educators Credit Union, U.S. Employees O.C. Federal Credit Union and Jefferson Parish School Board Employees Credit Union.

AFTECH provides the credit union community with leading edge communications, core processing and lending technology. In 2005, AltiGen and AFTECH worked together to develop an Interactive Voice Response system integrated with AFTECH applications.

Interactive Voice Response systems typically provide automated, up-to-date account information to credit union members instantly and easily over the phone without having to speak directly to a customer service representative.

Lehigh Valley Educators Credit Union of Allentown, PA wanted to tie their credit union locations together while improving call center capabilities to better service their 16,000 members. An IVR phone system was exactly what the credit union needed. "Because our members are also our shareholders, we don't waste money," said Assistant Credit Union Manager, Rosie Krantz. In April, the credit union added AltiGen's Voice over IP technology to unify locations, and improve services with call center and IVR capabilities.

The U.S. Employees O.C. Federal Credit Union of Oklahoma City worked with AFTECH this spring to tie together its five locations using AltiGen's VoIP solution. "It was an extremely smooth transition, and our employees love that you can call anyone in any location just by dialing their extension," said Vice President of Information Services, Johnny Huntsman. The credit union is also taking advantage of AltiGen's self administration capability to easily make changes to the phone system and call center at the moment it is required.

In April, AFTECH deployed AltiGen systems across three locations for the Jefferson Parish School Board Employees Credit Union located in the greater New Orleans Metropolitan area. The credit union has a history of wisely using technology to support its 17,000 members. When Hurricane Katrina hit, its members were able to access their accounts because of a disaster recovery plan implemented with the assistance of AFTECH. "We're very happy with the AltiGen system and our new call center capabilities," said Vice President of Operations, Jodie Boudreaux. "The new phone system has been integrated into all of the credit union's operations and we look forward to implementing the new Integrated Voice Response System."