

A bald eagle is shown in mid-flight, wings spread wide, against a backdrop of a clear blue sky and distant, snow-capped mountains. The eagle's white head and neck contrast sharply with its dark feathers.

SOAR 2001

success.opportunities.attitude.results

Agenda



Agenda....

1. Quick overview of eshare
2. Identify the benefits each company is looking for.
3. Create an action plan with specific dates and names.

Company Introduction



History....

- Founded Operations in 1983 as Melita International
- Creator of predictive dialing and call blending technologies
- Developer of over 40 KEY patented customer interaction technologies
- '99 - Acquired eShare Technologies™ and smallwonder softworks™, inc. to form **eshare** communications™

Company Introduction



Today....

- Headquartered in Atlanta, GA
- More than 400 employees
- 2000 customers worldwide
- More than 2800 installed sites
- Customers in 47 countries
- More than 40 patents issued and 120 pending
- Financially sound with no corporate debt since inception

Market Domination - Fortune 50



MAIN

Market Domination - Global 50



Six of the top Ten Global 50 Companies

General Motors

Mitsubishi

Wal-Mart Stores

General Electric

Ford Motor Co.

Toyota Motors

MAIN

Market Domination - Financial



Eight of the top Ten U.S. financial institutions

Citigroup

HSBC Bank

Chase Manhattan

Bank of America

Fleet Bank of Boston

Bank One

First Union

US Bank

MAIN

Market Domination - Internet Co.



MAIN

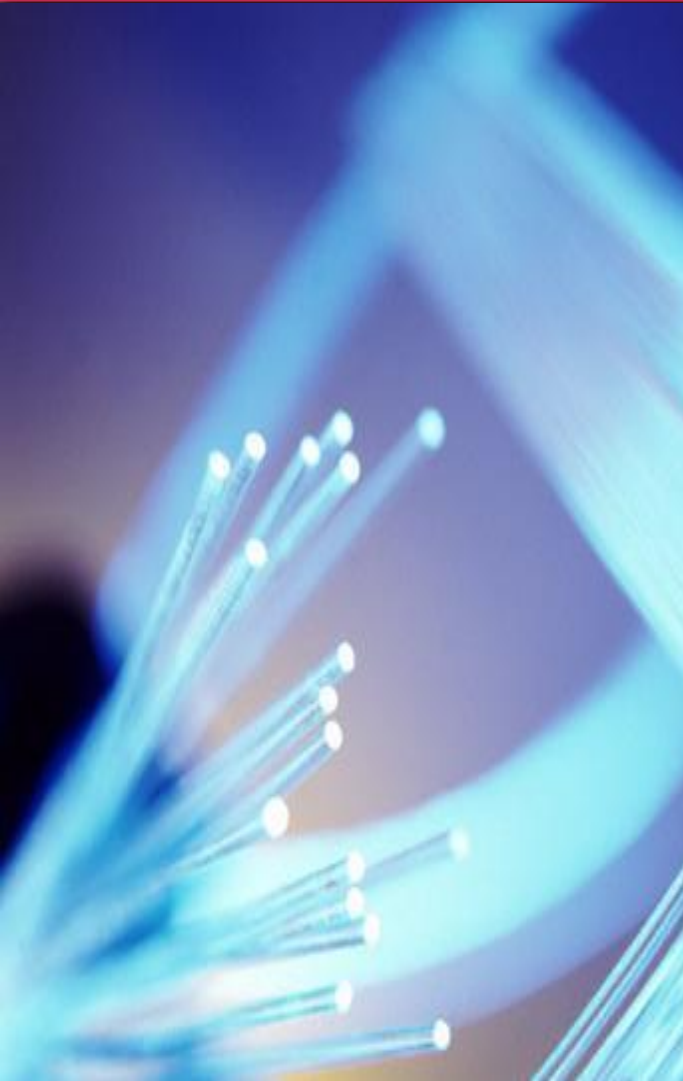


the customer interaction company

the customer interaction company



Mission

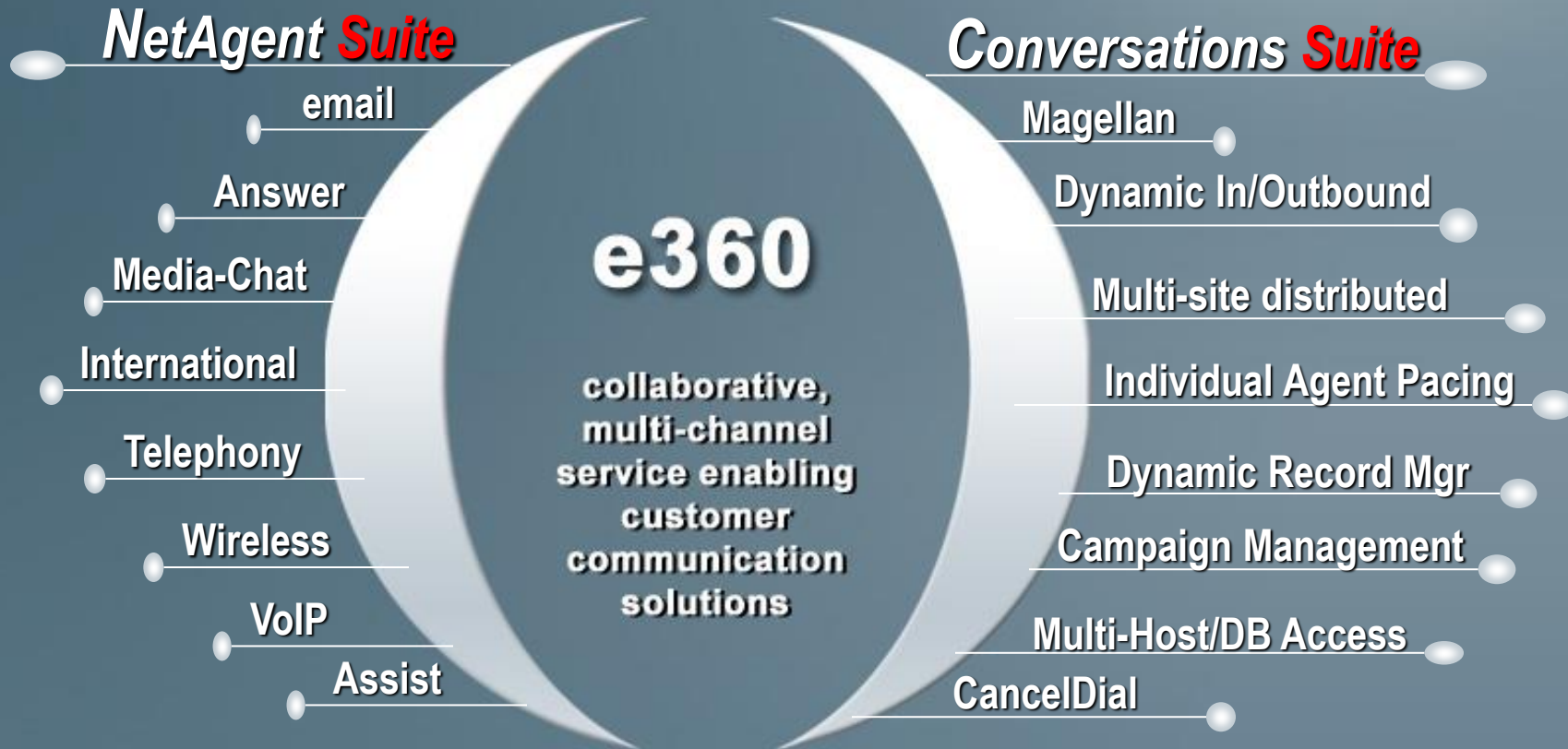


To deliver the industry's best and most innovative customer interaction solutions to call center and Internet environments around the globe.

We do this by continuing to develop flexible, personalized, barrier-free solutions that improve communications across all media channels.

By achieving this mission, we increase company profits and improve shareholder value.

Complete Solutions



Hosting



NetAgent Live

Media Chat

International

email Response

Telephony

Wireless

VoIP

Assist

e360

collaborative,
multi-channel
service enabling
customer
communication
solutions

Expressions Live

Live Training

Virtual Meetings

Community Building

Distance Learning

Conferencing

XChange - “contact center in a box”



Expert Services



Market Domination



eshare's wide-ranging suite of
unified applications are
quickly becoming the
preferred solution of
the
Fortune 50
and
Global 50
Companies around the
world

Market Domination - Fortune 50



<u>Position</u>	<u>Company</u>	<u>eshare Product Used</u>
1	General Motors	Conversations & Expressions
2	Wal-Mart Stores	NetAgent
4	Ford Motor Company	Conversations
5	General Electric	Conversations
6	IBM	Expressions
7	Citigroup	Conversations
8	AT&T	NetAgent & Expressions
9	Phillip Morris	Expressions
11	Bank of America	Conversations
13	Hewlett Packard	Expressions
16	Sears	Expressions
20	Compaq	NetAgent
22	Lucent	Conversations
25	MCI	Expressions & Conversations
31	Chase	Conversations
39	Intel	NetAgent
44	Costco	Conversations
45	Time Warner	NetAgent (AOL), Conversations
50	BankOne	Conversations & NetAgent

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Market Domination - Global 50



<u>Position</u>	<u>Company</u>	<u>eshare Product Used</u>
1	General Motors	Conversations, Expressions (Snap(NBCI)
2	Wal-Mart Stores	NetAgent
4	Ford Motor Company	Conversations
7	Mitsubishi	Conversations
8	Toyota Motors	Conversations
9	General Electric	Conversations
16	IBM	Expressions
18	Citigroup	Conversations
21	Siemens	Expressions
24	Matsushita	Conversations
28	AT&T	NetAgent & Expressions
29	Phillip Morris	Expressions
30	Sony	NetAgent & Expressions
31	Deutsche Bank	Expressions
39	Bank of America	Conversations
44	Hewlett Packard	Expressions

MAIN



1. Make it possible to allow eshare to resell/co-sell the Genesys inbound product suite.
2. Introduce to Genesys sales force and its business partners the world's best INTEGRATED inbound/outbound solution:

Genesys (Inbound) + eshare (Outbound)

3. Make it possible for Genesys to resell eshare outbound and desktop suite and expand services for it's partners.
4. Prepare an action plan that aligns our executives and our teams to lead these projects to completion.

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