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MUG Enterprise's Interceptor Solution Now Rated "Avaya Compliant"
- *Interceptor application is compatible with key Avaya contact center solutions*
- *Helps businesses like US Bank identify mobile numbers for compliance and customer targeting*

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Pittsburgh, Pennsylvania — MUG Enterprise, a leading consulting firm, today announced that its Interceptor application is compliant with key contact center solutions from Avaya, a global provider of business collaboration and communication solutions.

The Interceptor application helps businesses stay compliant with Federal laws concerning outbound-calling contact centers by identifying whether a number is a landline, cell phone, or VOIP. The application is now compliance-tested by Avaya for compatibility with Avaya Proactive Contact 5.0.

"With the onslaught of regulatory issues facing today's call centers, we're very excited about the Interceptor platform," said Alex G Demczak, General Manager, MUG Enterprise. "Interceptor is an easy to install, standalone application that requires minimal information from the customer. This simplifies upgrades or add-ons in the future, by reducing out of service time."

One of the companies benefiting from the interoperability of MUG Enterprise and Avaya solutions is US Bank, a business that specializes in mortgages.

"MUG Enterprise's Interceptor application is a lifesaver," said Jeff Greenburg, Sr. Voice Network Engineer, US Bank. "It gives us the ability to run a record selection that excludes all cell phones or only selects cell phones. This helps ensure our calling campaigns work with each of those various phone types, while staying within the stringent rules and regulations that surround telemarketing to cell phones."

MUG Enterprise is a Technology Partner in the Avaya DevConnect program—an initiative to develop, market and sell innovative third-party products that interoperate with Avaya technology and extend the value of a company's investment in its network.

As a Technology Partner, MUG Enterprise is eligible to submit products for compliance testing by the Avaya Solution Interoperability and Test Lab. There, a team of Avaya engineers develops a comprehensive test plan for each application to verify whether it is Avaya compatible. Doing so enables businesses to confidently add best-in-class capabilities to their network without having to replace their existing infrastructure—speeding deployment of new applications and reducing both network complexity and implementation costs.

"Companies like MUG Enterprise are helping Avaya by creating solutions that expand and customize our products for our customers," said Eric Rossman, vice president, developer relations. "Interceptor helps enable customers using Avaya Proactive Contact run their outbound calling campaigns with ease and efficiency."

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world. For more information please visit www.avaya.com. For more information on the Avaya DevConnect program, visit www.avaya.com/devconnect.

About MUG Enterprise

MUG Enterprise is an international consulting group. providing training, reviews and custom solutions for contact centers. For more information on MUG Enterprise visit www.mugenterprise.com. Managing the Space Between You and Your Customer.

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