



NEWS RELEASE

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Three RSI Solutions Now Rated “Avaya Compliant”

- *Shadow CMS, Visual Rapport and Revolution Web Call Accounting are tested for compatibility with Avaya IP Office*
- *Solutions improve customer contact operations and help businesses track, analyze and manage their communication networks*

FOR IMMEDIATE RELEASE: Monday, April 10, 2006

OSHAWA, Ontario — Resource Software International Ltd. (RSI), a leading developer of communication management solutions, today announced three of its applications for contact centers and systems administration are now compliant with Avaya IP Office solutions from Avaya (NYSE:AV), a leading global provider of business communications applications, systems and services.

Avaya IP Office is a flexible and easy-to-use converged voice and data system designed especially for small and medium businesses. The three RSI solutions successfully compliance-tested by Avaya for interoperability with IP Office include:

- ***Shadow CMS***, which helps businesses track and analyze their communication networks by retrieving, processing, alerting and reporting call detail information.
- ***Visual Rapport***, which promotes seamless integration of instant messaging, screen pops and other communication productivity features into contact center operations.
- ***Revolution Web Call Accounting***, which helps businesses track, analyze and manage both analog and IP communications.

“Resource Software International Ltd. (RSI) is proud to have successfully demonstrated interoperability of its core products with Avaya IP Office,” said Rito

Salomone, president of RSI. “This is the culmination of many months of research, development and cooperation with Avaya. Communication facilities are the lifeline of most successful businesses, and now Avaya IP Office customers have new tools they can use to maximize their efficiency and productivity, track and analyze their networks, and forecast, monitor and allocate communications management expenses.”

RSI is a member of the Avaya Developer*Connection* 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 member of the program, RSI is eligible to submit products for compatibility testing by the Avaya Solution Interoperability and Test Lab in Lincroft, N.J. There a team of Avaya engineers develops a comprehensive test plan for each application to verify whether it is Avaya compliant. Doing so ensures businesses can confidently add best-in-breed capabilities to their network without having to replace their existing infrastructure—speeding deployment of new applications and reducing both network complexity and implementation costs.

“By offering compliance testing to the many innovative companies like RSI who are members of our Developer*Connection* program, Avaya promotes fully interoperable solutions that help businesses unleash powerful new possibilities,” said Eric Rossman, vice president, developer relations and technical alliances, Avaya. “They are able to use Intelligent Communications to connect employees and customers to information from wherever they are, over whatever device they have available – getting more out of their multivendor network and delivering new value to their bottom line.”

About Avaya

Avaya Inc. designs, builds and manages communications networks for more than 1 million businesses worldwide, including over 90 percent of the FORTUNE 500®. Focused on businesses large to small, Avaya is a world leader in secure and reliable Internet protocol (IP) telephony systems and communications software applications and services.

Driving the convergence of voice and data communications with business applications - and distinguished by comprehensive worldwide services - Avaya helps customers leverage existing and new networks to achieve superior business results. For more information visit the Avaya website: www.avaya.com. For more information on the Avaya Developer*Connection* Program, visit www.devconnectprogram.com.

About Resource Software International Ltd. (RSI)

Founded in 1990, RSI is a developer and manufacturer of leading-edge communications management solutions. The company offers a wide range of other products including: call accounting, hotel/motel management, ACD reporting, CCR, Voice Mail and IVR reporting, carrier comparisons, and rebilling outsourcing services. RSI has distributors in North America, Europe, Asia, Australia, Caribbean and Middle East. Information about their products and services can be found at www.telecost.com

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