



**MASERGY CLOUD CONTACT CENTER HONORED WITH  
IT SERVICE MANAGEMENT STEVIE® AWARD**

***Company's Compelling Communications Innovation Captures  
2017 AMERICAN BUSINESS AWARD<sup>SM</sup>***

**DALLAS – June 26, 2017 –** [Masergy](#) today announced that its [Cloud Contact Center](#) has received a Stevie® Award in the 15<sup>th</sup> Annual American Business Awards. The company's unified omni-channel customer communications solution was honored in a debut software category for 2017. The New Product or Service of the Year category recognizes offerings that excel in aligning the delivery of IT services to businesses' needs.

Masergy Cloud Contact Center offers a next-generation interaction solution that lets agents seamlessly connect with customers over voice, instant messaging, email, chat and social media--in real-time--via a single global queue that unifies all communication touch points in the cloud.

"The contact center's role is changing from cost center to corporate asset and is focusing on agent productivity and maximizing sales," said Dean Manzoori, VP Global Cloud Communications, Masergy. "With our omni-channel Cloud Contact Center solution, customers can use predictive analytics to lower operating costs and improve business performance--while generating reports on KPIs for new business insights that validate our offering as a true corporate asset."

Masergy's Cloud Contact Center complements its award-winning and highly scalable Unified Communications as a Service ([UCaaS](#)) platform, ensuring a high performance, reliable global network for robust contact center communications. In addition, it integrates with Salesforce.com, allowing help desk or sales agents to work directly from the Salesforce application.

“Each year the judges find the quality and variety of the nominations to be greater than the year before,” said Michael Gallagher, president and founder of the Stevie Awards. “The 2017 competition was intense and every organization that has won should be proud.”

The American Business Awards are the nation’s premier business awards program. This year, more than 3,600 nominations were reviewed by more than 190 judges. Masergy’s products and services have received numerous Stevie awards in the past, including a 2016 Gold Stevie® Award in the Telecommunications-Service category for its [Software Defined Platform](#) that provides the technology foundation for the Cloud Contact Center. Earlier this year [Masergy](#) also received a Gold Stevie® Award in the Technology category in the 11th annual Stevie Awards for Sales & Customer Service.

### **About Masergy**

Masergy owns and operates the largest independent Software Defined Platform in the world, delivering hybrid networking, managed security and cloud communication solutions to global enterprises. Our patented technology, customizable solutions and unmatched customer experience are why a growing number of leading organizations rely on Masergy to deliver performance beyond expectations. Learn more about [Masergy](#) and follow us on our blog [Transforming Enterprise IT](#), Twitter [@Masergy](#), [LinkedIn](#) and [Facebook](#).