

Acclaim Telecom Delivers Auto Parts Dealer Locator Solution to Innotrac

Acclaim Telecom Services, Inc., a provider of enterprise Interactive Voice Response (IVR) solutions, announced it has provided Innotrac (NASDAQ: INOC) with an Interactive Voice Response (IVR) system to support a Fortune 500 auto parts and services company.

Richardson, TX (PRWEB) February 6, 2006 -- Acclaim Telecom Services, Inc., a provider of enterprise Interactive Voice Response (IVR) solutions, announced it has provided Innotrac (NASDAQ: INOC) with an Interactive Voice Response (IVR) system to support a Fortune 500 auto parts and services company.

Acclaim installed the Microsoft Speech Server hardware, telephony and application software in Innotrac's Pueblo, Colorado, data center. The caller speaks a ZIP code and the services needed -- parts, repair or body shop. The speech application queries the company's database of several thousand stores, and speaks the locations of customer care centers nearest the caller.

"We offer our customers the latest technologies in hosted solutions," said Mike Serafin, Telecom/IS Manager for Innotrac. "In this case, we replaced the existing customer care center locator with a Microsoft Speech Server solution. Acclaim's past performance demonstrated they would be responsive and reasonably priced, so we chose them to provide the solution."

"Innotrac's leadership and customer focus made them an ideal candidate to adopt the Microsoft Speech Server solution," said James Davis, President of Acclaim Telecom. "The system has spare capacity so we can add applications as Innotrac's needs grow."

About Innotrac

Innotrac Corporation, founded in 1984 and based in Atlanta, Georgia, is a full-service fulfillment and logistics provider serving enterprise clients and world-class brands. The Company employs sophisticated order processing and warehouse management technology and operates eight fulfillment centers and two call centers in six cities spanning all time zones across the continental United States. For more information about Innotrac, visit the Innotrac Web site, www.innotrac.com.

About Acclaim Telecom Services

Since 1993, Acclaim Telecom Services has developed Interactive Voice Response (IVR) applications enabling voice access to information systems in finance, healthcare, logistics and retail. Acclaim's expertise spans from legacy IVR systems with DTMF (Touchtone[™]) to the latest Automatic Speech Recognition (ASR) technologies. Acclaim is a Microsoft Speech Partner. For more information, contact Acclaim at 866.324.6416, sales-at-acclaimtelecom.com or visit www.acclaimtelecom.com.

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