

# ***Contact Center, Self-Service and Messaging***

## **Current Market Leadership Proof Points**

**As of June 2004**

# Nortel Networks

## *Contact center & Self-service leadership*

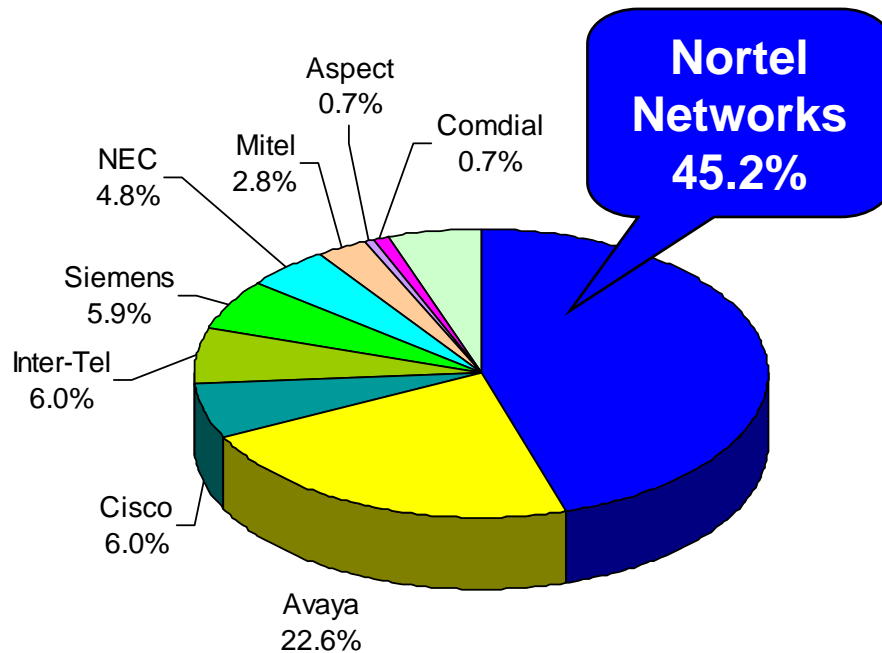
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- **Over 30 years of customer care experience**
  - **Agent assisted and self-service**
- **#1 market share for IVR self-service (US, Worldwide)**
  - **2002 total systems & ports shipped, total revenue**
- **#1 market share for call centers (US, Canada, NA, W. Europe)**
  - **2002/2003 total systems and/or agents shipped**
- **More than 4.0 million agent positions worldwide handling over 68 million calls per day**
- **More than 40,000 contact centers in over 100 countries – 12,000 using skill-based routing**
- **More than 8,000 self-service IVR systems with over 700,000 ports deployed worldwide**
- **Leader in advanced speech self-service with more than 150 applications in use globally**

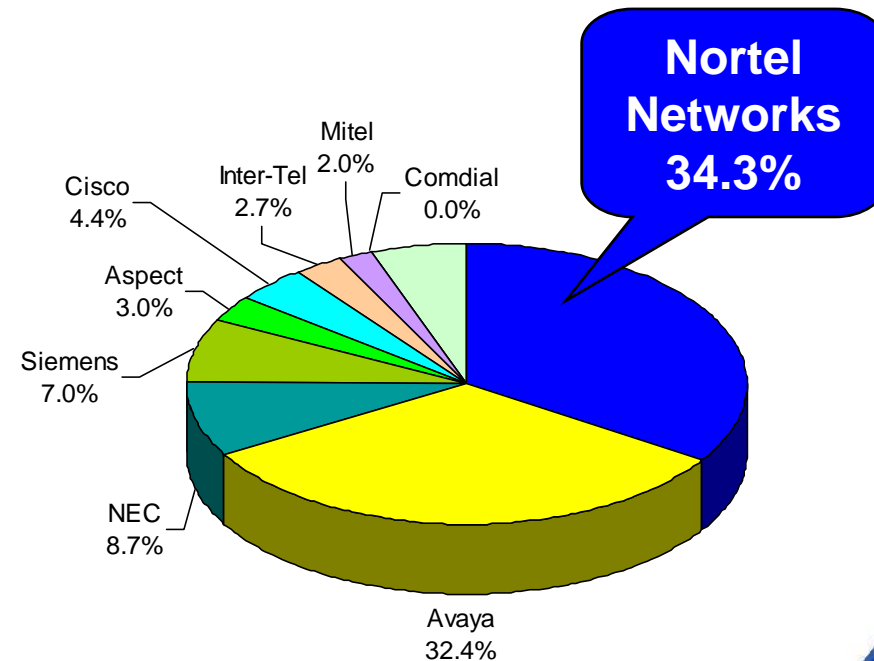
# Contact Center

# 2003 Contact Center U.S. Market Share

Total New CC Systems Shipped



Total New Agent Positions Shipped



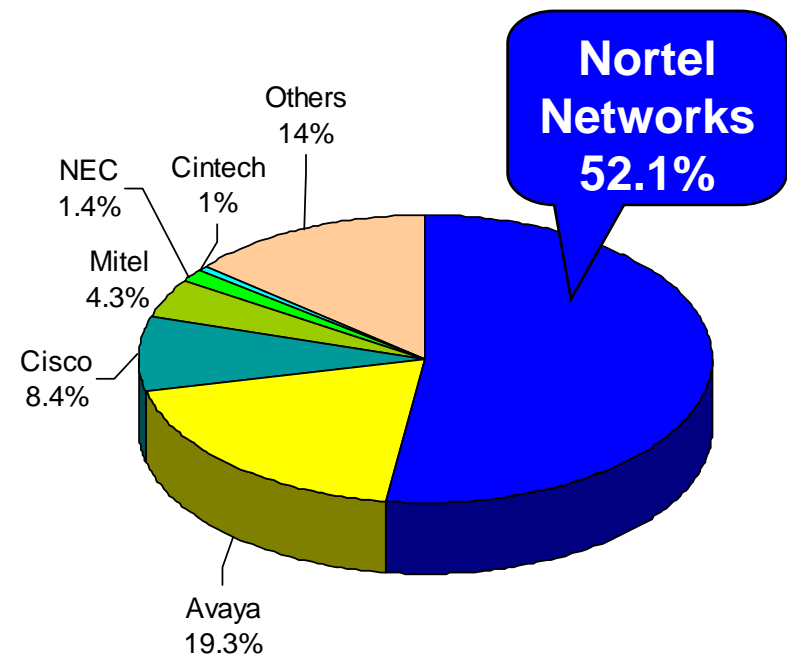
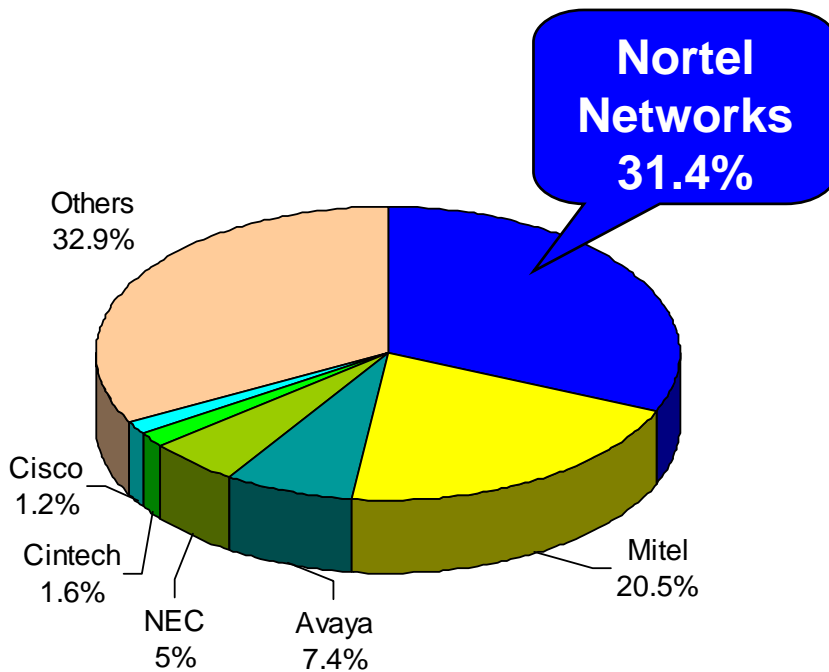
**Nortel Networks #1 in U.S. Call Center Shipments**

Source: InfoTech (Apr. 2004)

# 2003 Contact Center Canadian Market Share

Total New CC Systems Shipped

Total New Agent Positions Shipped

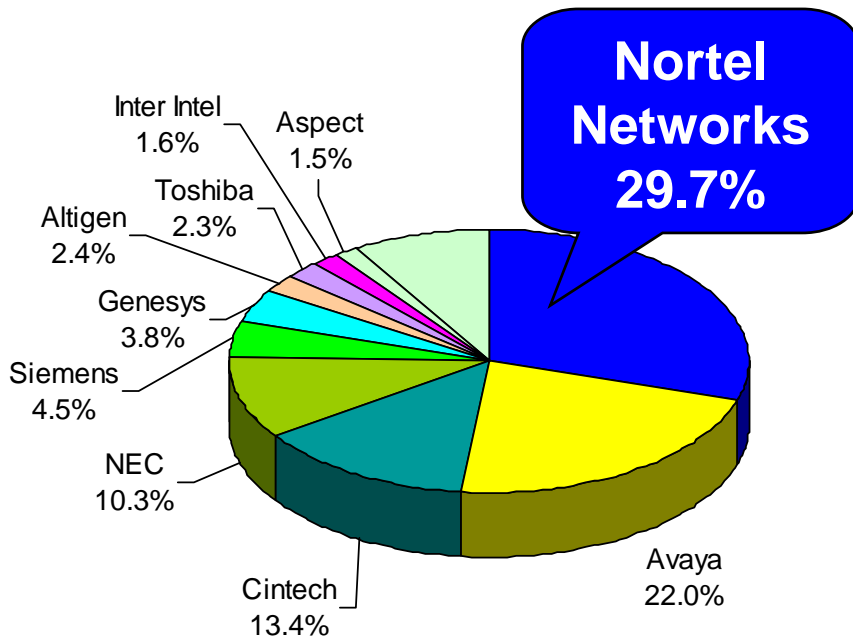


**Nortel Networks #1 in Canadian Call Center Shipments**

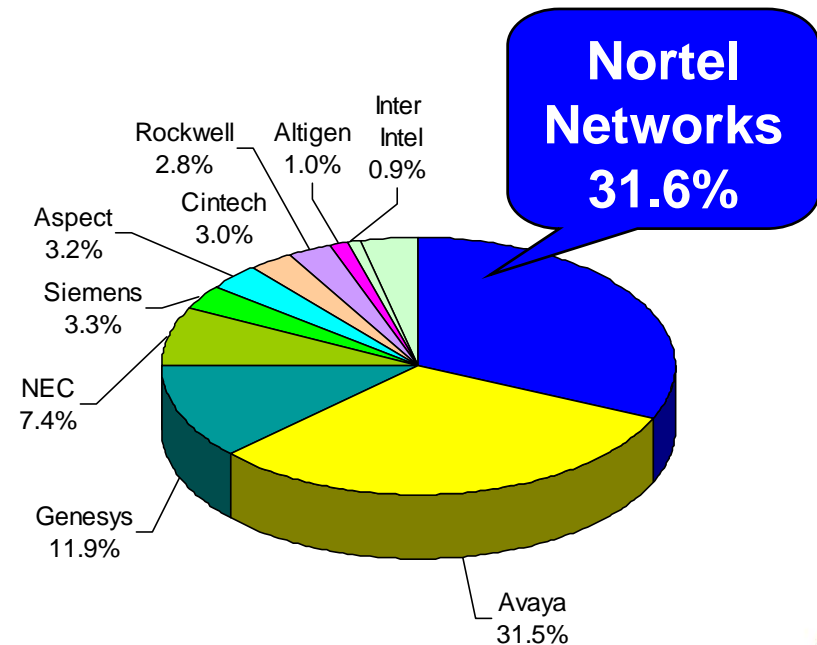
Source: NBI/Michael Sone (May 2003)

# 2002 Contact Center North American Market Share

Total New Systems Shipped



Total New Agent Positions Shipped

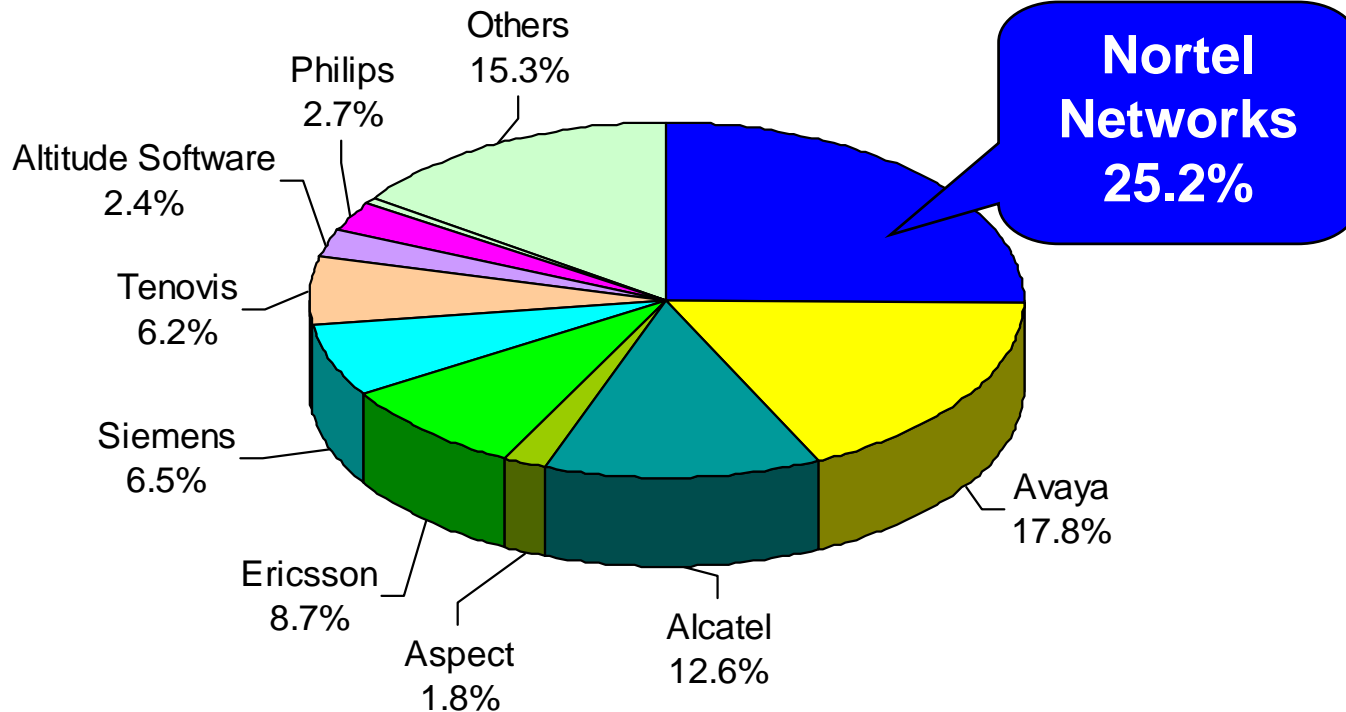


**Nortel Networks #1 in North American Call Center Shipments**

Source: Gartner "North American Call Center Market to Grow Through 2007", D. Kraus, L. Yu, October 2003

# 2002 Contact Center Western Europe Market Share

Total New Systems Shipped



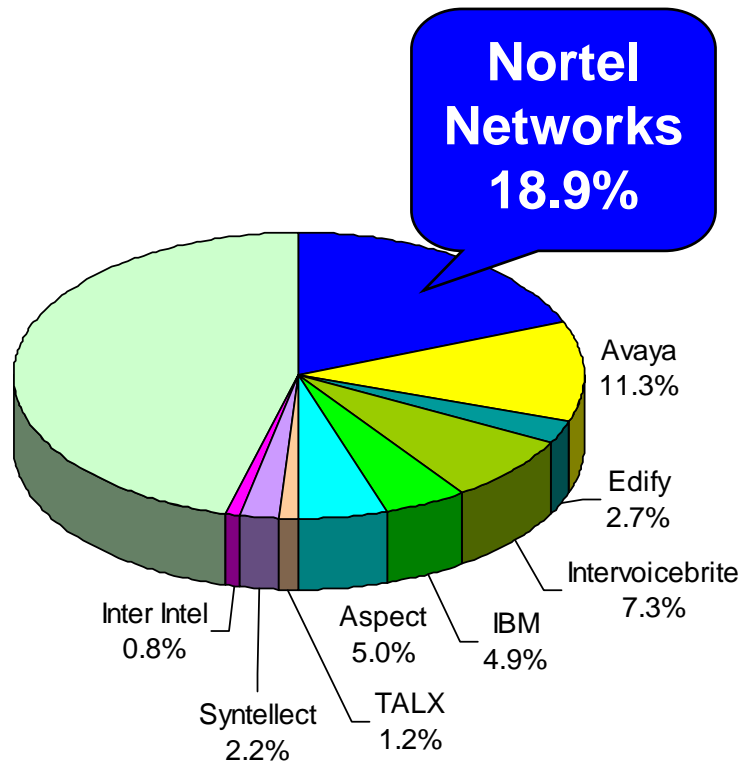
**Nortel Networks #1 in Western Europe Call Centre System Shipments**

Source: Gartner "Call Centers: Western Europe, 1998-2007", T.Wright, December 2003

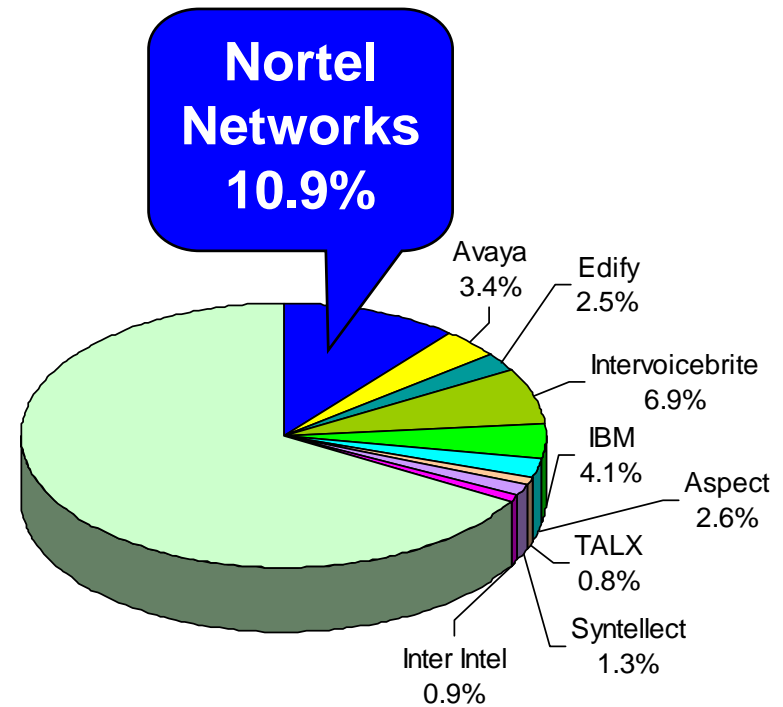
# Self-Service / IVR

# 2002 IVR U.S. Market Share

Total New Ports Shipped



Total New Systems Shipped



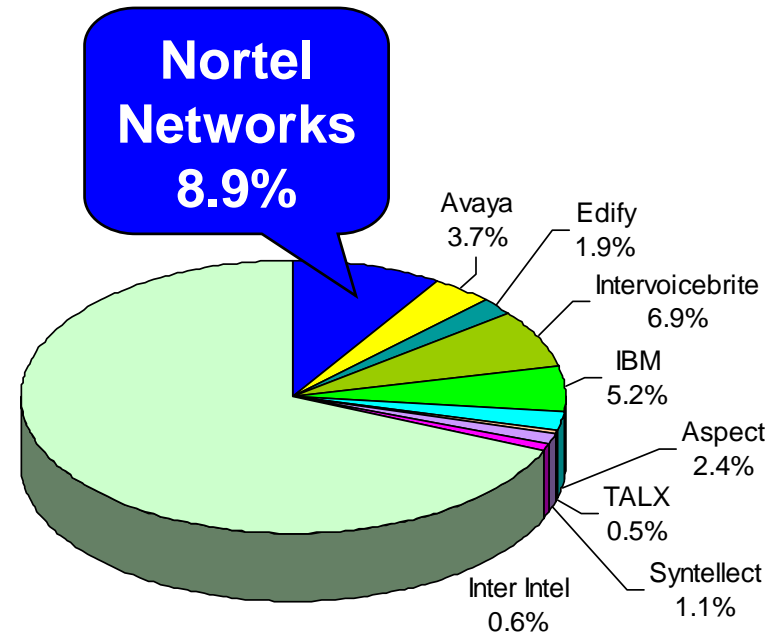
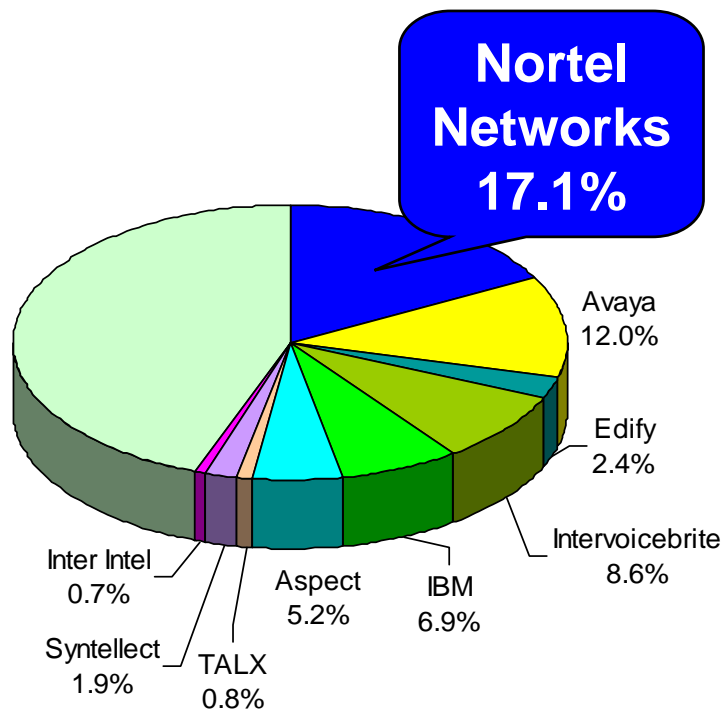
**Nortel Networks #1 in U.S. IVR Shipments**

Source: In-Stat/MDR (Nov. 2003)

# 2002 IVR Worldwide Market Share

Total Worldwide Ports Shipped

Total Worldwide Systems Shipped



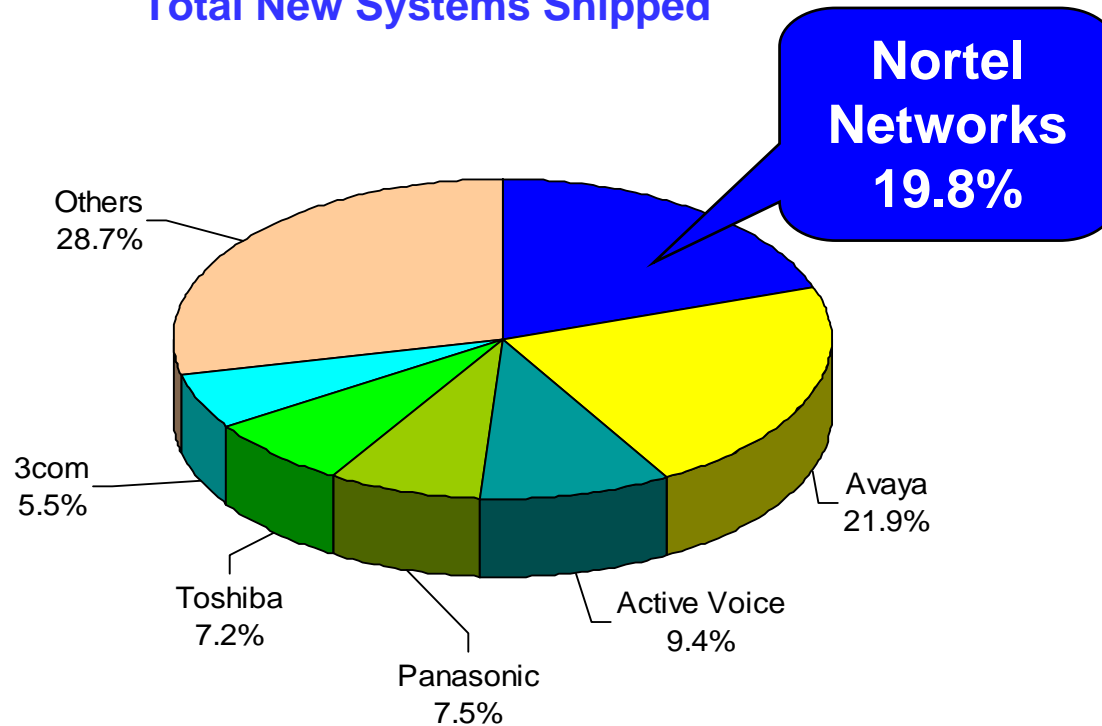
**Nortel Networks #1 in Worldwide IVR Shipments**

Source: In-Stat/MDR (Nov. 2003)

# Messaging

# 2003 Messaging U.S. Market Share

Total New Systems Shipped

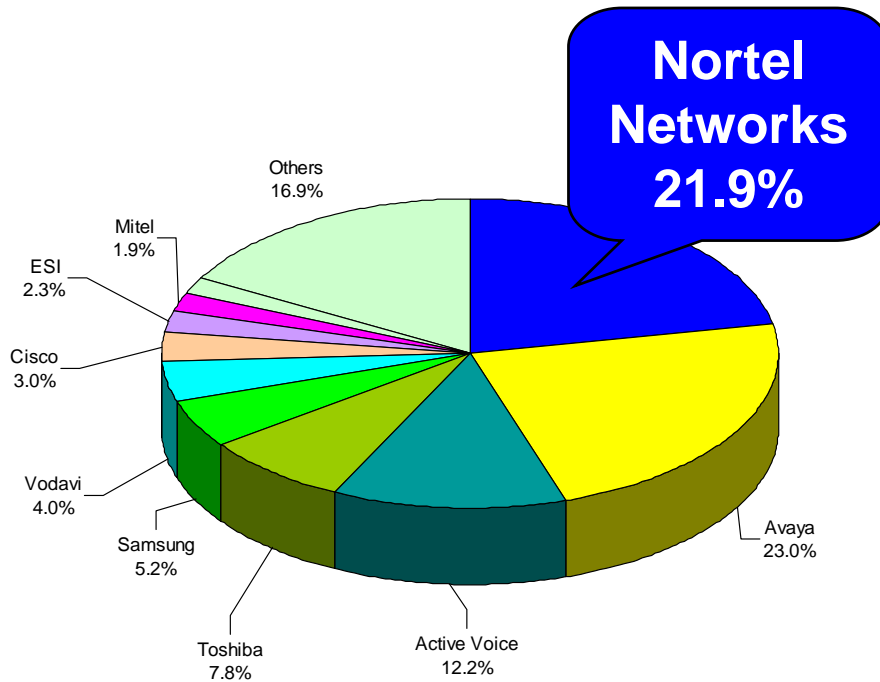


**Nortel Networks #2 in U.S. Messaging Shipments**

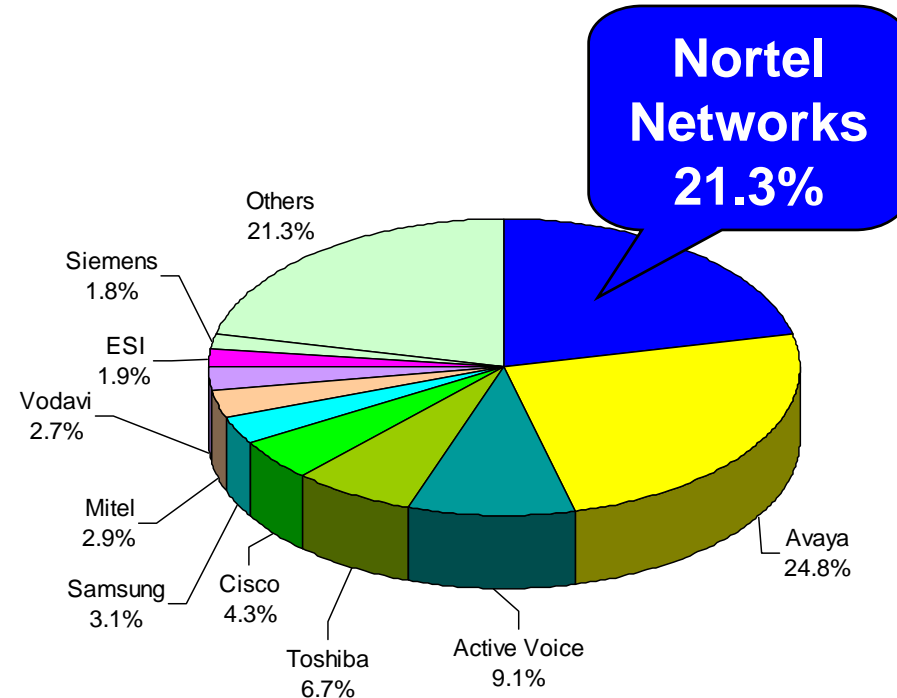
Source: InfoTech (Apr. 2004)

# 2002 Messaging North American Market Share

Total New Systems Shipped



Total New Ports Shipped



**Nortel Networks #2 in North American Messaging Shipments**

Source: Gartner "Enterprise Messaging Market Forecast: North America, 1999-2007", M.Fernandez, March 2004

**NORTEL**  
**NETWORKS**  
**BUSINESS WITHOUT BOUNDARIES**