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## **Seamless Development and OnState Announce Partnership at eBay Live!** *Integration of Call Center Solutions with eServices Advance Buyer/Seller Business Models*

**BOSTON— June 14, 2007**— OnState Communications, innovating new-generation call center solutions, and Seamless Development, a pioneer in affordable business eServices, today announced a technology alliance aimed at creating e-customer communication portals. The partnership will integrate OnState ACD for Skype 3.0, a certified Skype for Business Extra that delivers easy-to-use, low-cost call center solutions with Seamless Development’s comprehensive eService offerings -- spanning eBay-specific software, website design and programming, data management, IT and networking support. The announcement was made at eBay Live!, the annual community conference held this year at the Boston Convention and Exhibition Center, June 14-16, 2007. Seamless Development is exhibiting Booth #1133.

“The Seamless and OnState partnership opens up a whole new world of opportunities for small- and medium-sized businesses, especially within the eBay community of buyers and sellers,” said Pat Kelly, COO of OnState Communications. “Our alliance delivers true state-of-the art, easy-to-use, enterprise-level technologies at affordable prices, which are designed to jumpstart and grow online businesses and customer relationships,” continued Kelly. “I view this as a big step forward in the democratization of business technology and we’re eager to show the eBay community how they can exploit it for profitability.”

“OnState shares our philosophy on business and technology, namely, small businesses should have access to the same technologies that drive success at large enterprises,” noted Mathew Keister, founder and CTO of Seamless Development. “With OnState ACD for Skype’s call center capabilities, we can enrich our full continuum of eServices with real-time customer management and communication,” continued Keister.

### **Any-mode Communications Portal – Real-time Customer Interaction**

Seamless Development eServices include: customized web site design and programming; networking; security; data communications; and IT support. These services help businesses to quickly create and engage in Internet-powered growth and transactions. Through the integration of OnState ACD for Skype, Seamless will be able to

develop e-customer communication portals that give businesses real-time, any-mode customer communications such as: chat; callback; voice; and video. Additionally, Seamless customers will not be required to make additional investments for call center functionality as OnState ACD for Skype is 100% Web-based, a Skype Certified third-party application, and does not need any special hardware or software.

“OnState-enabled communications portals will further empower our customers to proactively engage leads, develop and deepen customer relationships, immediately answer questions, and cross-sell and up-sell products – all on a small-business budget with big-business technology,” continued Keister.

**Note to Editors:** The Seamless Development e-customer communication portal and new eBay-specific software will be demonstrated at the Seamless Development **Booth #1133** at eBay Live! (June 14 - 16). On-site briefings with Seamless Development and OnState executives will be held during the show.

#### **About OnState™ Communications**

OnState was created to give SMEs and large enterprises a simple, low-cost, and scalable call center and customer contact management solution. The company was founded by call center pioneers who launched GeoTel Communications (acquired by Cisco Systems), and have been at the forefront of technologies spanning Automatic Call Distributors (ACD), Intelligent Call Routing, Network Call Routing, Computer Telephony Integration (CTI), Voice Response Units (VRU), and Agent Performance Management. OnState ACD for Skype, a Skype for Business Extra, is the company’s flagship product. It integrates advanced call center tools into a single, partner-enabled and Web-embedded application creating new-generation call centers that are cost-effective and value-driven for all business users. For more information email: [sales@on-state.com](mailto:sales@on-state.com); or visit [www.on-state.com](http://www.on-state.com).

#### **About Seamless Development, Inc.**

Founded on the premise that state-of-the-art technological tools should be made available to everyone at an affordable price, Seamless Development delivers comprehensive eServices to early-stage and brick-and-mortar businesses as well as established enterprises looking to improve operational efficiencies. With an experienced team of knowledge matter experts, Seamless provides end-to-end IT services including programming, web development and support, e-commerce, customized applications, network deployment and administration, communications and data solutions, corporate identity, and more. Network V2 is the company’s out-of-the-box, pre-configured and ready-to-use network product for small businesses. For more information email: [info@seamlessdev.com](mailto:info@seamlessdev.com); or visit: [www.seamlessdev.com](http://www.seamlessdev.com).

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