



PRESS RELEASE

For Immediate Release

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CommSoft Announces CommBI: Business Intelligence

[Click here to see a 4-minute tutorial of CommBI](#)

Rensselaer, NY — April 1, 2010 — CommSoft, a leading provider of OSS/BSS and service activation software, announced today that they have released CommBI, a flexible and scalable business intelligence and reporting tool that is integrated with the *iCommVergence* product, CommSoft's flagship OSS/BSS solution.

CommBI is a fully integrated solution that enables service providers to have a central facility for storing and viewing information, with the ability to control information visibility with user security groups. CommBI provides an executive dashboard with reporting capabilities for tracking key performance metrics such as **customer churn**, which services are **driving revenue**, and what issues are generating calls to **customer service**. CommBI is a user-friendly interface giving powerful reporting tools with unparalleled service and support.

“We understand the challenges of today’s communication providers. Finding market information and being able to analyze and make decisions quickly and efficiently will help advance a company’s ability to stay ahead of the curve,” said Jim Jackson, CTO and VP of Development for CommSoft. “CommBI will be the force behind that advancement for our customers. We are very excited to be adding this business intelligence solution to our suite of solutions.”

About CommSoft

CommSoft's software solutions give communication service providers the ability to conduct their customer care and billing operations from one fully integrated, convergent system. Our ability to centralize data reduces costs, increases efficiency and enables better service. CommSoft customers benefit from the ability to offer a single bill for all their services including wireless, wire line, cable, and Internet. For more information, go to www.commsoft.net.

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