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## ***NEWS RELEASE***

### **FOR IMMEDIATE RELEASE**

## **North Texas Team Puts Face on Customer Service**

Revolutionary 3-D Kiosk sells utility services via video call center technology

*Experience customer-captivating kiosk at Cliff's Check Cashing in Dallas*

IRVING, TEXAS (Feb. 14, 2012) – Dallas-area companies Stellar and TelePresence Tech are partnering to put a face on customer service by providing face-to-face, life-size, 3-D video contact center services.

Stellar has expanded its customer outreach to include an innovative technology from TelePresence Tech that allows customers at Cliff's Check Cashing in Dallas to both see and talk to a live agent to enroll for utility service. The technology connects consumers with customer service representatives at Stellar, a contact center company based in Irving, Texas. The 3-D TelePresence Kiosk and transmission technology are provided by TelePresence Tech, the world leader in 3-D TelePresence, based in Plano, Texas.

The enrollment kiosk is available noon to 7 p.m., Monday through Friday, in the Cliff's Check Cashing location at 1050 N. Westmoreland Road in Dallas.

In addition to providing a live video connection to an agent in Stellar's center, the kiosk has an interactive touch screen to access video about the client, their services and offerings. This allows the kiosk to serve as a full-time marketing presence in a remote location. Rather than physically placing a single agent in a location to promote utility services, the 3-D Kiosk becomes a portal to all of the available agents. The network architecture by TelePresence Tech has the capability of switching video connections to the next available agent, or to an agent speaking a different language.

"We see the potential of extending our capabilities beyond traditional audio contact center services to offer personal face-to-face customer sales and support services through 3-D TelePresence," said Peter Trowbridge, CEO of Stellar. "Stellar has long been the voice of its clients, and now we are excited to also be the face of the client using this innovative technology. Together with TelePresence Tech, we are breaking new ground that will revolutionize how our clients interact with their customers and the contact center industry."

"This is a transformative customer outreach solution," said Duffie White, CEO of TelePresence Tech. "Stellar, on behalf of its utility clients, is the first contact center company in North America to reach out to utility customers by transmitting their agents to appear face-to-face and life-size in the 3-D setting of a kiosk."

The "customer-captivating" technology was a highlight at the international Consumer Electronics Show in Las Vegas last month, Duffie added, where the 3-D TelePresence Kiosks were featured as innovations on the Verizon Wireless and Alcatel-Lucent booths.

#### **About Stellar**

As a global expert in Managed Customer Relationships, Stellar provides quality customer interactions for leading global brands. Stellar U.S., based in Irving, Texas, is a division of Stellar Global, a privately owned company employing 5,000+ people across 13 locations, managing over 300 million customer interactions each year. Its offerings range from front office services, such as Customer Service Support, Sales and Information, to automated back office support services and solutions. For more information, visit [www.StellarBPO.com](http://www.StellarBPO.com).

#### **About Telepresence**

TelePresence Tech has patented 3-D TelePresence technology that it has refined to develop and manufacture a wide range of products, including the 4G Kiosk. TelePresence Tech products are currently in operation in 25 countries around the world. The company is based in Plano, Texas, in its 200,000 sq. ft. manufacturing facility. For more information see [www.TelePresenceTech.com](http://www.TelePresenceTech.com). For an insight into the future of 3-D Kiosks see [www.TelePresenceCenter.com](http://www.TelePresenceCenter.com).