

**INFLOW COMMUNICATIONS GRANTED SHORETEL'S GLOBAL CONTACT CENTER  
PARTNER AWARD**

*Contact centers are no longer just simple answering services for voice communication.*

**PORTLAND, Ore. JULY 22, 2015.** ShoreTel – the global leader in Unified Communications, VoIP, and call center / contact center technology – evaluated 600+ partners and integrators of contact centers worldwide. After careful consideration, ShoreTel selected Inflow Communications as the recipient of the prestigious Global Contact Center Partner of the Year Award for 2015.

The winner of the Partner of the Year Award is selected based on customer satisfaction, project success, call center sales volume, and the number of advanced certified engineers on staff.

As technology becomes more sophisticated, so do the needs of its users. Customers are now demanding more from technology than ever before. In addition to voice calls, Inflow Communications' contact centers allow customers to interact with support experts via web chat, email, text, and other communication mediums.

Most importantly, contact centers need to be highly integrated into a business and its applications. Inflow Communications exemplifies this with its use of database integration, self-help services, CRM screen pops, and intelligent call routing based on call priority and agent skill.

“We’re very proud to have received this award,” said Inflow President Travis Dillard. “Contact centers require a very unique skill set, intimate understanding of our clients’ businesses and a highly technical staff to implement it. It truly embodies what Inflow is about.”

**About Inflow Communications**

Inflow Communications, which is a ShoreTel gold partner, is a pioneering institution and an authority in the field of contact center communication that provides webinars, whitepapers and other resources to businesses worldwide. Inflow has offices in Los Angeles, San Francisco, Seattle, and Portland, Ore., making the company a national leader in ShoreTel integration and support services

**About Travis Dillard**

Travis Dillard is the President of Inflow Communications, Inc. 20 years back he started his career in the United States Air Force, traveling the world as a Combat Communications Technician focusing on tactical voice, Satellite Communications, and global Wide Area Networks. Upon leaving the military, he founded Packet Network Architects (PNA), a Northwest Wide Area Network (WAN) integrator that specialized in Voice over IP and Frame Relay technologies. He sold PNA in 2001 and filled the Director of Sales and Marketing role for Accolade Technologies, a Northwest Integrator of voice, video and data, specializing in Avaya communications systems. In 2009 Travis became President and owner of Inflow

| and began shaping Inflow to be what it is today: a firm that strives to be the most focused and competent Unified Communications provider in the nation.

**Contact: Travis Dillard**

President

Inflow Communications, Inc.

Direct: 503.575.7531 [tdillard@inflowcommunications.com](mailto:tdillard@inflowcommunications.com)

# # #