

NextiraOne praised for outstanding achievement by Alcatel-Lucent

Leading European network services provider awarded for best global performance and innovation for contact centres

Paris – 14 May 2007: NextiraOne today announced that it has been recognised by Alcatel-Lucent for demonstrating outstanding performance and innovation in the enterprise contact centre market over the past twelve months.

The award comes as a result of NextiraOne's continuing success over the past year, including two awards in 2006 for "Best Genesys Partner for Southern Europe" in recognition of its outstanding performance deploying its solutions across the region and for "Best Genesys Express/Mid-Market Partner in EMEA". NextiraOne was also one of the first European partners to achieve the Genesys Gold Certification as a result of its proven history of successful customer implementations and high customer satisfaction ratings.

Rafi Kouyoumdjian, CEO of NextiraOne Europe, said: "Contact centres are often a strategic business tool for our customers and they are strategic for NextiraOne. We have developed our strong position in Europe during 2006, growing in this solution area by more than 40 per cent. Our relationship with Alcatel-Lucent allows us to help our customers significantly improve their business communications and transform their customer relationships."

Wes Hayden, President and CEO of Genesys, said: "NextiraOne thoroughly deserves this award, having proved itself a pioneer in deploying innovative contact centre solutions such as Genesys Voice Portal solutions and applications such as VXML self-service, IP Contact Centres and speech recognition. The company has also helped to successfully bring Genesys' business process routing solution to the market following its launch in 2006, offering key customers the ability to offer a 'true' multi-channel customer service centre including voice, email, fax and web. Achieving this award requires a strong team and determination to succeed and we look forward to continuing our successful partnership with NextiraOne."

Key NextiraOne customers in Europe include La Poste Courrier, which is reinforcing its telemarketing efforts using a new contact centre based on Alcatel-Lucent and Genesys technologies, and Autofirst, which has implemented an IP solution based on Alcatel OmniPCX Enterprise at a contact centre in France. In addition, N-Ergie, Germany's eighth largest electricity supplier, and Baur Versand GmbH & Co KG, a leading German mail-order company, have both implemented Alcatel-Lucent and Genesys technologies at key contact centres.

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About NextiraOne

Headquartered in Paris, NextiraOne are Europe's leading experts in communications services. We design, install, maintain and support all of our customers' communications needs from voice to mobility, security and applications. We provide seamless, end-to-end communications solutions working with the leading technology vendors in the industry to deliver maximum business benefit to our customers.

Discover more at: <http://www.nextiraone.eu.com>

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About Genesys Telecommunications Laboratories, Inc.

Genesys, an Alcatel-Lucent company, is 100 percent focused on software for customer interactions. Genesys provides an integrated software suite for dynamic environments, automatically adjusting to balance corporate resources, marketing goals, and customer needs. With 3,300 enterprise customers in 80 countries, Genesys directs more than 100 million customer interactions every day. Genesys allows its customers to leverage their entire organization, from the contact center to the back office, to improve the overall customer experience. Customers are quickly connected to the right resource - the first time - using sophisticated routing and reporting, integrated voice, e-mail, Web interactions, and self service. As a result,

Genesys helps stop customer frustration, drive efficiency, and accelerate business innovation. For more information, visit us at www.genesyslab.com

About Alcatel-Lucent

Alcatel-Lucent (Euronext Paris and NYSE: ALU) provides solutions that enable service providers, enterprises and governments worldwide, to deliver voice, data and video communication services to end-users. As a leader in fixed, mobile and converged broadband networking, IP technologies, applications, and services, Alcatel-Lucent offers the end-to-end solutions that enable compelling communications services for people at home, at work and on the move. With operations in more than 130 countries, Alcatel-Lucent is a local partner with global reach. The company has the most experienced global services team in the industry, and one of the largest research, technology and innovation organizations in the telecommunications industry. Alcatel-Lucent achieved adjusted proforma revenues of Euro 18.3 billion in 2006 and is incorporated in France, with executive offices located in Paris. [All figures exclude impact of activities transferred to Thales]. For more information, visit Alcatel-Lucent on the Internet: <http://www.alcatel-lucent.com>