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**Bay Bridge Decision Technologies, Inc. Announces Simulation Speed Upgrade to CenterBridge™ Software**

Annapolis, MD – October 24, 2007 – In order to enable even more accurate strategic analysis of complex contact center environments, Bay Bridge Decision Technologies, Inc. announces the release of a significant simulation engine speed upgrade to their CenterBridge™ suite of software applications. This upgrade comes on the heels of last year's release of the program's multi-skill facet and provides improvements in computation speed and flexibility for complex simulation-based call routing, staffing requirements and performance modeling.

"This breakthrough technology facilitates on-the-fly multi-skill simulation modeling," comments Ric Kosiba, President of Bay Bridge Decision Technologies, Inc. "Where multi-skill simulation models can take hours or days using traditional simulation or workforce management software, CenterBridge™ can perform them in minutes."

For companies with large call volumes, CenterBridge™ enables analysis that was previously unattainable. "Contact center analysts will now be able to produce more complex, accurate, and comprehensive contact center plans for multi-skill

environments,” adds Doug Newhard, Director of Development for Bay Bridge.

“Center planners will now be able to determine where best to hire across centers and agent skill groups while achieving service goals and minimizing staffing.”

As the vanguard provider of strategic planning solutions for the contact center space, Bay Bridge Decision Technologies, Inc.’s award-winning software maximizes the performance of customer contact channels through the practical application of advanced technology. CenterBridge™, their flagship product, along with its suite of applications, has created new analytic capabilities giving contact centers access to better planning and decision-making tools. As a result, CenterBridge™ is the forecasting, staff and capacity planning, budgeting, and contact center analysis solution for the world’s leading contact center organizations.

For additional information about this or our other CenterBridge™ applications, please visit our website at [www.baybridgetech.com](http://www.baybridgetech.com) or email us at [info@baybridgetech.com](mailto:info@baybridgetech.com).

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