



NEWS RELEASE

## U-Store-It Selects Advanced Contact Center Platform for Its National Sales Center

7/23/2009

WAYNE, PA -- (MARKET WIRE) -- 07/23/09 -- U-Store-It Trust (NYSE: YSI), a national **self-storage company** offering storage facilities, service and solutions, announced today it has signed an agreement with inContact (NASDAQ: SAAS) to provide the advanced contact center platform in U-Store-It's national sales center. U-Store-It selected inContact for its market-leading on-demand customer contact center platform and its ability to integrate with U-Store-It's existing customer relationship management (CRM) technology from Salesforce.com.

U-Store-It will combine inContact's contact center platform with Salesforce.com's industry-leading CRM technology. As a result, U-Store-It will enhance sales center agent efficiency and deliver increased customer service. Salesforce.com automatically pre-populates the caller's information based on updates from the inContact platform. The integration between inContact and Salesforce quickly provides agents with real-time, seamless access to customer data.

Upon complete integration, the inContact and CRM technologies will provide U-Store-It sales center agents with a unified view of customer history, as well as timely information on self-storage facilities and network partner activity. U-Store-It anticipates the integration will be completed by November 1, 2009.

"Our sales center is vital to provide first-class service to our customers," said U-Store-It Chief Executive Officer Dean Jernigan. "inContact's advanced contact center platform is a strong leader, as is Salesforce.com's CRM technology. We are extremely pleased to partner with both. More importantly, we chose these partners because we know their technology will integrate well and enhance our ability to deliver superior service to our customers."

## About inContact

inContact, Inc.® (NASDAQ: SAAS) provides the market leading on-demand customer contact center platform, inContact, to approximately 600 contact centers across the globe. With its roots in telecommunications and network infrastructure, inContact is unique in its offering because it combines a powerful connectivity backbone with a world-class software platform. Companies with contact centers of all sizes have turned to inContact to address their contact handling needs as well as to manage and improve their agent workforces. The inContact platform has grown from a powerful Automated Call Distributor (ACD) with skills-based routing, Computer Telephony Integration (CTI), and Interactive Voice Response (IVR) with speech recognition, to include an innovative online hiring solution, an eLearning and communications application, workforce management functionality, and a customer feedback and survey solution. Because the inContact platform is delivered via a Software-as-a-Service (SaaS) model, customers can realize significant cost savings and flexibility compared to premises-based alternatives. To learn more about inContact, visit [www.inContact.com](http://www.inContact.com).

## About U-Store-It Trust

U-Store-It Trust is a self-administered and self-managed real estate investment trust. The company provides self-storage solutions in all 50 states through its 384 company-owned facilities and the U-Store-It Network, which consists of approximately 264 additional third-party locations. The company's self-storage facilities, **storage space** and storage solutions are designed to offer affordable, easily accessible, secure -- and in certain locations, **climate-controlled storage space** for residential and commercial customers, as well as **boat storage** and **mini storage**. According to the Self Storage Almanac, U-Store-It Trust is one of the top four owners and operators of self-storage facilities in the U.S.

Visitors may go online to <http://www.ustoreit.com> to learn more about the company and to find a nearby storage facility. Visitors to [ustoreit.com](http://www.ustoreit.com) can also view the sizes and features of individual self-storage units, reserve storage space, and pay their storage bills online using a safe, secure online payment function.

For more information about business or personal storage call U-Store-It toll free at 1-888-U-STORE-IT.

**Add to DiggBookmark with del.icio.usAdd to Newsvine**

U-Store-It Contact:  
Tim Martin  
Chief Financial Officer  
(610) 293-5700

