

SoundBite Communications Now Offers 100 Percent VoIP Platform

Milestone enables next generation capabilities, reduces time to market, and increases capacity utilization

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Bedford, Mass. – September 3, 2008 – SoundBite Communications, Inc. (NASDAQ: SDBT) today announced a technology milestone—its multi-channel Intelligent Communications Platform is now 100 percent Voice over Internet Protocol (VoIP). As of August 2008, all of SoundBite's outbound and inbound client traffic is carried over a VoIP backbone.

IP communications such as VoIP and Session Initiation Protocol (SIP) enable many of SoundBite's next generation capabilities and accelerate the release of new features to its clients. With IP communications, SoundBite has enhanced its Software-as-a-Service (SaaS) model and provided virtual contact center benefits that support multi-site contact centers and home-based agents, intelligent call routing based on agent presence, and voice/web portal applications.

In addition, the SoundBite platform can now make flexible routing decisions based upon carrier availability and cost by interfacing with multiple VoIP carriers, while providing its clients with reliable, scalable outbound and inbound communications worldwide.

"The benefits of IP communications enable SoundBite to quickly introduce new product features, reduce time to market, and increase capacity utilization," said Mark Friedman, Chief Marketing Officer at SoundBite Communications. "We believe that our VoIP platform can facilitate virtual contact center operations for organizations that are interested in our secure, scalable and highly reliable platform."

About SoundBite Communications

SoundBite Communications provides on-demand, integrated multi-channel communications solutions that enable clients to achieve superior business results. Building on its foundation as a leading provider of automated voice messaging services, SoundBite offers integrated voice, text and email messaging solutions that help clients deliver the right message, to the right customer, using the right channel, at the right time. Organizations in industries such as collections, financial services, retail, telecom and media, and utilities rely on the SoundBite Intelligent Communications Platform to send over a billion messages annually for collections, customer care, and sales and marketing applications. For more information, visit <http://www.SoundBite.com>.

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