

SoundBite Communications Appoints Jim Milton as New CEO

Seasoned Industry Executive with Deep Domain Expertise in Communications and Messaging Solutions to Lead SoundBite's Next Phase of Growth

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BEDFORD, Mass., April 21, 2009 – SoundBite Communications, Inc. (NASDAQ: SDBT) today announced that its Board of Directors has named Jim Milton to the position of president and chief executive officer, effective May 1, 2009. In addition, Mr. Milton has been nominated for election to the Board at SoundBite's annual meeting of stockholders scheduled for June 17, 2009.

Mr. Milton previously served as president and chief operating officer of Intervoice, Inc., a publicly traded leader in interactive voice response and IP messaging systems that was acquired by Convergys Corporation in September 2008. Prior to his three years at Intervoice and Convergys, Mr. Milton served in senior management roles at UGS Corporation, Hewlett-Packard, Compaq and Digital Equipment Corporation.

Mr. Milton succeeds Peter Shields, who has resigned as president, chief executive officer and chairman effective as of April 30, 2009. Mr. Shields will remain available for advisory purposes to assist the company in its transition.

"On behalf of the entire Board of Directors, I would like to thank Peter for his six years of outstanding leadership and many contributions to SoundBite's growth," said Eric Giler, lead director of SoundBite's Board of Directors. "Under his guidance, SoundBite became a leading provider of automated voice messaging solution for the third-party collections market, completed the company's initial public offering and, most recently, became a leading provider of integrated multi-channel communications for large business-to-consumer enterprises."

Commenting on the appointment of Milton, Mr. Giler added, "We are pleased to welcome Jim Milton to SoundBite. Jim brings to our organization a strong blend of highly successful management experience and a keen understanding of interactive customer communication technologies and markets. The Board is confident this unique combination makes Jim ideally suited to lead SoundBite through its next stage of growth in the proactive customer communications market. We look forward to working with him in this endeavor."

About SoundBite Communications, Inc.

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 www.SoundBite.com.