



NEWS

For Immediate Release

Online Resources Media Contact:

Beth Halloran
Sr. Dir., Corporate Communications
703.653.2248
bhalloran@orcc.com

SoundBite Media Contact:

Marie Ruzzo
Press & Analyst Relations Manager
781-897-2632
mruzzo@soundbite.com

SOUNDBITE COMMUNICATIONS AND ONLINE RESOURCES PARTNER FOR AGENTLESS PAYMENTS

CHANTILLY, VA and BEDFORD, MA, January 28, 2008 – Online Resources Corporation (Nasdaq: ORCC), a leading provider of web-based financial services, and SoundBite Communications Inc., (Nasdaq: SDBT) a leading provider of on-demand automated voice messaging solutions, today announced a referral agreement to provide creditors and billers with an integrated agentless payment solution. This agreement expands upon a referral arrangement between SoundBite Communications and Internet Transaction Solutions, which was acquired by Online Resources in August 2007.

The integration of Online Resources' CollectPay™ for consumer debit and SoundBite's on-demand automated voice messaging solution will be available to clients in the receivables management, consumer lending, telecommunications, utility, healthcare and other industries. The two platforms will be integrated via SoundBite's Agentless Direct Collect payment interface. This will provide mutual clients with a single source for automated payments and enable them to deliver a seamless user experience to their customers. The partnership deepens relationships with existing clients and introduces complementary services to each company's respective clients.

SoundBite's voice messaging solution allows organizations to reach their customers faster and without the need for live agents or on-premise hardware and software. Integration with Online Resources' biller-direct payments service will enable clients to increase collections, lower costs and enhance productivity through further automation. In addition, clients will be able to more effectively measure campaign success with improved reporting that includes round-trip payment details.

"By integrating our services with those of Online Resources, we can offer our mutual clients a comprehensive solution that improves productivity and maximizes consumer options while minimizing costs," said Chris Selland, vice president of business development at SoundBite. "Our clients can now realize the benefits of a truly integrated agentless payment and collections solution without undertaking a major engineering effort."

"Online Resources is committed to delivering innovative solutions that meet our clients' diverse electronic bill payment, presentment and collections needs," said Robert R. Craig, executive vice president and general manager of Online Resources' eCommerce Services. "Our partnership with SoundBite will provide billers and creditors of all sizes with a feature-rich solution that maximizes their payment rates and improves customer satisfaction."

(more)

About Online Resources

Online Resources powers financial technology services for thousands of financial institutions, billers and credit service providers. Its proprietary suite of account presentation and payment services are branded to its clients, and augmented by marketing services to drive consumer and business end-user adoption. The Company serves over 10 million end-users and processes \$100 billion in bill payments annually. Founded in 1989, Online Resources (www.orcc.com) is recognized as one of the nation's fastest growing companies.

About SoundBite Communications

SoundBite Communications is a leading provider of automated voice messaging solutions that are delivered through a Software as a Service (SaaS) model. Organizations rely on SoundBite's on-demand solution to initiate and manage customer contact campaigns across a variety of collections, customer care, and marketing processes. SoundBite helps organizations increase revenue, enhance customer service and retention, secure payments, and can also improve contact center efficiency by increasing agent productivity and enabling agentless interactions. The company's multi-tenant customer communications platform is used by organizations across a number of industries, including collection agencies, financial service providers, retailers, telecommunications providers, and utilities. SoundBite's clients use the service to place approximately one and a half billion calls annually. SoundBite is headquartered in Bedford, Massachusetts. For more information, visit www.SoundBite.com.

This news release contains statements about future events and expectations, which are "forward-looking statements." Any statement in this release that is not a statement of historical fact may be deemed to be a forward-looking statement. Such forward-looking statements involve known and unknown risks, uncertainties and other factors which may cause the company's actual results, performance or achievements to be materially different from any future results, performance or achievements expressed or implied by such forward-looking statements. Specifically factors that might cause such a difference include, but are not limited to: the company's history of losses and anticipation of future losses; the company's dependence on the marketing efforts of third parties; the potential fluctuations in the company's operating results; the company's potential need for additional capital; the company's potential inability to expand the company's services and related products in the event of substantial increases in demand for these services and related products; the company's competition; the company's ability to attract and retain skilled personnel; the company's reliance on the company's patents and other intellectual property; the early stage of market adoption of the services it offers; consolidation of the banking and financial services industry; and those risks and uncertainties discussed in filings made by the company with the Securities and Exchange Commission, including those risks and uncertainties contained under the heading "Risk Factors" in the company's Form 10-K, latest 10-Q, and S-3 as filed with the Securities and Exchange Commission. These factors should be considered in evaluating the forward-looking statements, and undue reliance should not be placed on such statements.

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