

NEWS RELEASE

For immediate release



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ICT GROUP INTRODUCES I-HOME™ REMOTE AGENT SERVICE DELIVERY OFFERING
New Service Offering Extends Home-Based Agent Solutions Across North America
Based on Performance Track Record and Proven Results

NEWTOWN, PA, NOVEMBER 18, 2008 — ICT GROUP, INC. (NASDAQ: ICTG), a leading global provider of customer management and business process outsourcing (BPO) solutions, announced today the official launch of its I-Home™ remote agent service delivery offering.

ICT GROUP has been successfully delivering home-based agent solutions to Canadian clients for the past three years. Based on its performance track record and ability to deliver improved quality, increased staffing power, reduced agent attrition and enhanced overall customer satisfaction, the Company is now deploying this flexible, secure home delivery platform on a broader basis throughout North America, augmenting its already comprehensive breadth of value-added, quality-focused services.

“We are extremely pleased with the high-quality customer care support services delivered through our I-Home remote agent service delivery model, and are excited to now offer this platform on a broader basis, as clients and prospects are increasingly looking for alternative ways to improve service while operating in a nimble, scalable environment that can be adapted to meet changing customer demand and volumes,” stated John J. Brennan, Chairman and Chief Executive Officer of ICT GROUP.

I-Home significantly expands ICT GROUP’s reach to a more diverse, qualified, available talent pool from a larger radius surrounding its existing operations. Available across multiple industries and customer support applications, I-Home follows a systematic hub-and-spoke approach, utilizing the Company’s established operations infrastructure for initial agent training and nesting, as well as ongoing quality assurance monitoring, continuous improvement/development and other supervisory support functions.

In addition to restricting I-Home agent access to ICT GROUP files/systems during scheduled work shifts only, stringent information security measures have been put into place, including two-factor

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ICT GROUP INTRODUCES I-HOMETM REMOTE AGENT SERVICE DELIVERY OFFERING (CONT.)

authentication VPN and other guidelines consistent with industry-certified quality standards.

About ICT GROUP:

ICT GROUP, headquartered in Newtown, Pa. (U.S.), is a leading global provider of customer management and business process outsourcing solutions. The Company provides a comprehensive mix of customer care/retention, acquisition, up-selling/cross-selling, technical support, market research and database marketing as well as e-mail management, data entry/collections, claims processing and document management services, using its global network of onshore, near-shore and offshore operations. ICT GROUP also provides interactive voice response (IVR) and advanced speech recognition solutions as well as hosted Customer Relationship Management (CRM) technologies, available for use by clients at their own in-house facility or on a co-sourced basis in conjunction with the Company's fully integrated contact center operations. To learn more about ICT GROUP, visit the Company's website at www.ictgroup.com.

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