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KNOWLAGENT RANKED BY 2005 DELOITTE TECHNOLOGY FAST 500 AS ONE OF THE FASTEST GROWING TECHNOLOGY COMPANIES IN NORTH AMERICA

-- Company's Five Year Revenue Climb Supported by Patented Knowlagent r8 Solution --

ATLANTA – (Oct. 19, 2005) – Knowlagent, the only solutions provider that guarantees rapid revenue growth from the customer service channel, today announced that it ranked Number 168 on the 2005 Deloitte Technology Fast 500, a ranking of the 500 fastest growing technology companies in North America. Additionally, earlier this month, Knowlagent was ranked ninth on the Georgia Technology Fast 50, which is a ranking of the 50 fastest growing technology companies in Georgia.

Rankings for both the Fast 500 and the Fast 50 are based on the percentage revenue growth over five years, from 2000 – 2004. Knowlagent's revenues increased 1096 percent from 2000 to 2004. Overall, companies that ranked on the 2005 Technology Fast 500 had growth rates ranging from 240 to 73,752 percent over five years, with an average growth rate of 2,408 percent. The average for companies in the Southeast was 1161 percent.

"Knowlagent's continued growth is testament to the strategic value our r8 solution plays in our customers' quest to improve revenue and customer loyalty results," said Rusty Gordon, chief executive officer of Knowlagent. "Many companies are now realizing the strategic impact their call center operations can have on these two important initiatives, and the more innovative ones are looking to Knowlagent for assistance in achieving those goals."

"Attracting enough customers to attain such fast growth over five years makes a strong statement about the quality of a company's product and its leadership," said Tony Kern, deputy national managing principal of Deloitte's Technology, Media & Telecommunications industry practice. "Knowlagent deserves a lot of credit for its remarkable growth."

At the heart of Knowlagent's success is its award-winning, patented call center performance solution: Knowlagent r8. A unique blend of software, methodology and integrations, it enables companies to effectively align the call center towards delivering higher value through the attainment of revenue goals and customer loyalty results.

In addition to being acknowledged by the Deloitte Technology Fast 500, Knowlagent was recently recognized for the fifth consecutive year in *Software Magazine's* annual "Software 500" ranking, which is based on total worldwide software and service revenue for 2004. The company's patented solution has received numerous "Product of the Year" designations from *Customer Inter@ction Solutions* magazine and *Call Center Magazine*, while both the company's Chief Executive Officer Rusty Gordon and Co-founder Matt McConnell have been included in *Catalyst* magazine's "Top 50 Entrepreneurs in Atlanta" list.

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Fast 500 Selection and Qualifications

The Fast 500 list is compiled from Deloitte's 15 regional North American Fast 50 lists, nominations submitted directly to the Fast 500, and public company database research. To qualify for the Fast 500, entrants must have had 2000 operating revenues of at least \$50,000 USD or \$75,000 CD for the United States and Canada, respectively, and 2004 operating revenues of at least \$1 million USD or CD.

Entrants must be headquartered in North America and must be a "technology company," defined as a company that owns proprietary technology that contributes to a significant portion of the company's operating revenues; or devotes a significant proportion of revenues to the research and development of technology. Using other companies' technology in a unique way does not qualify.

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About Knowlagent:

Founded in 1995, Knowlagent is a privately held company headquartered in Alpharetta, Ga. It is the only software provider that addresses the call center's strategic challenges of building a value-based business from a volume-driven environment. Because Knowlagent r8 was built exclusively for the call center, it integrates seamlessly with the existing technology and specialized work environment to drive the whole business toward extraordinary value. Knowlagent is the foundation of sales and service excellence every day for Fortune 500 companies in the financial services, retail, telecommunications and healthcare industries. For more information, call 888-566-9457 or visit www.knowlagent.com.

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Media Contacts:

Sonia Fuller
Cohn, Overstreet & Parrish
sfuller@co-p.com
404.870.8888 ext. 223

Lee Anne Wimberly
Knowlagent
lwimberly@knowlagent.com
678.356.3469