



FOR IMMEDIATE RELEASE

KNOWLAGENT NAMED IN TOP 10 OF GEORGIA'S FASTEST GROWING TECHNOLOGY COMPANIES IN DELOITTE'S TECHNOLOGY FAST 50 PROGRAM

-- Company's Five Year Revenue Climb Also Noted in Annual "Software 500" 2005 Ranking --

ATLANTA – (Oct. 7, 2005) – Knowlagent, the only solutions provider that guarantees rapid revenue growth from the customer service channel, today announced it has been named to Deloitte's prestigious Technology Fast 50 Program for Georgia, a ranking of the 50 fastest growing technology companies in the area by Deloitte & Touche LLP, one of the nation's leading professional services organizations. Rankings are based on the percentage revenue growth over five years from 2000 – 2004.

Knowlagent's increase in revenues of 1096 percent from 2000 to 2004 resulted in a ranking of nine out of 50 in the Technology Fast 50 for Georgia. The average increase in revenues over the past five years among companies who made the Technology Fast 50 for this region was 1161 percent.

"It is the innovation – both in thought and technology – that Knowlagent brings to the call center industry that fuels our continued revenue growth," said Rusty Gordon, chief executive officer for Knowlagent. "The Knowlagent r8 solution is highly valued by companies who recognize that call centers can be an integral part of the company's strategy for increasing customer loyalty and improving revenue."

"Sustaining high revenue growth over five years is an exceptional accomplishment. We commend Knowlagent for making the commitment to technology and delivering on the promise of market longevity. We are proud to honor Knowlagent as a Deloitte Technology Fast 50 winner," said Thomas McNulty, of Deloitte & Touche LLP in Atlanta.

To qualify for the Technology Fast 50, companies must have had operating revenues of at least \$50,000 in 2000 and \$1 million in 2004, be headquartered in North America, and 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.

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.

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This year's Georgia Technology Fast 50 program is co-sponsored by Deloitte & Touche LLP, Kilpatrick Stockton LLP, TechLinks and PR Newswire, and is presented in association with the Technology Alliance of Georgia (TAG).

Winners of the regional Technology Fast 50 programs in the United States and Canada are automatically entered in Deloitte's Technology Fast 500 program, which ranks North America's top 500 fastest growing technology companies. For more information on Deloitte's Technology Fast 50 or Technology Fast 500 programs, visit www.fast500.com.

In addition to being acknowledged by the Deloitte Technology Fast 50, 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.

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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