



FOR IMMEDIATE RELEASE

**KNOWLAGENT'S ATTRITION SOLUTION IMPROVES PRODUCTIVITY
IN THE CALL CENTER BY NARROWING THE FIELD TO ONLY CAPABLE
AND COMMITTED CANDIDATES**

--Knowlagent Job Match™ reduces attrition and improves productivity by helping recruiters hire the agents best suited for the job and place them where they will be most successful.--

ATLANTA – (May 22, 2008) – In today's call center, frontline performance is the culmination of hiring the right people, quickly bringing them up to speed, and investing in their ongoing learning and effectiveness. Knowlagent's proven on-demand hiring tool enables recruiters to eliminate false starts, therefore reducing attrition and improving overall performance.

Specifically designed for the call center, Knowlagent Job Match™ helps recruiters assess candidates' personality, skills and voice fit before the actual interview, quickly determining which should move on to the interview phase of the process. As part of the online process, candidates are provided with a Job Overview and Realistic Job Preview, enabling them to decide for themselves if the call center environment is a fit for them.

The result is improved interview-to-offer ratios, improved time-to-proficiency of new hires, reduced attrition, and improved agent quality and performance overall.

"Knowlagent allows recruiters to be more efficient and effective in their screening and hiring process," said Matt McConnell, Knowlagent president and CEO. "Interviewers are able to spend time with only those candidates who are most qualified and who have a clear understanding of the job expectations. This ultimately reduces attrition and improves overall performance."

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Before leveraging Knowlagent Job Match in its internal hiring and recruiting practices, one global consumer goods distributor reported substantial turnover in newly hired agents – most leaving the company in the first 90 days. Just three months after using Job Match, the company saw its interview-to-offer ratio improve by 44%, turnover during new hire training reduced by half, and agents' overall quality improve by 14%.

The Knowlagent Job Match attrition solution includes:

- **Job Overview** – provides candidates with information about the company and job opportunity, and sets realistic job expectations.
- **Realistic Job Preview** – provides candidates with a clear understanding of what handling customer calls will entail.
- **Skill Assessments** – provides recruiters with objective candidate data on voice quality and the necessary job skills, prior to an interview.
- **Job Fit Assessment** – measures candidates' key personality traits and cognitive abilities to enable recruiters to screen out those with the few traits that prevent success.

Just 90 days after implementing Knowlagent Job Match into its hiring process, another customer, a leading provider of temporary housing solutions, reported a 57% reduction in the average time its recruiters spent with candidates. Customer service and the overall quality of candidates at the company has since increased, new agents are more efficient and prepared for the job, and attrition has been dramatically reduced. Today, all customer-facing employees are assessed with the Knowlagent Job Match tool.

Entirely deliverable online, there is no complex implementation or infrastructure required with the Knowlagent Job Match solution. Upfront costs are lower, overall risk is reduced, and results can be achieved in a fraction of the time it takes with other programs.

"Job Match, like all of our Web-based agent performance tools, is available as an entirely on-demand solution," said McConnell. "You can be up and running in just 30 days. Now, optimizing your frontline agent performance is faster and more affordable than ever before."

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About Knowlagent

Over 200,000 agents and managers around the world use Knowlagent's on-demand call center solutions every day. For more than a decade, Knowlagent's software, which combines patented technology with a proven

methodology, has been a driving force behind the success of many Fortune 500 sales, service and collections organizations, enabling these companies to optimize their frontline performance faster and more affordably than ever before. Knowlagent's on-demand solutions for managing call centers help customers increase sales, improve agent retention, decrease handle time, drive collections, improve first call resolution, roll out new products and services, and increase regulatory compliance. For more information, call 888-566-9457 or visit us online at www.knowlagent.com.

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