



FOR IMMEDIATE RELEASE

NANCY KASIK JOINS KNOWLAGENT TO LEAD CUSTOMER CARE

-- SaaS veteran joins management team to build world class care capability

--

ATLANTA – (February 19, 2009) – Knowlagent, a leading provider of on-demand solutions for managing call centers, announces the appointment of Nancy Kasik as Director of Customer Care. Kasik brings a history of success in leading customer care teams for software as a service (SaaS) companies.

As Director of Customer Care, Kasik will be responsible for streamlining customer support processes and driving product adoption. Prior to joining Knowlagent, she served as the Director of Customer Support for Ariba, managing support for their Procuri line of products.

Prior to Ariba's acquisition of Procuri, Kasik served as the Vice President of Customer Support for Procuri, an on-demand sourcing and contract management software company. She managed Procuri's 24-hour, multi-lingual customer support team.

Kasik joined Procuri from Mpower Communications (MGC Communications) where she was the Regional Provisioning Manager for the Southeast. Prior to Mpower, she served as Network Manager, Provisioning, at the Bellsouth Corporation.

"Nancy's appointment is key to our strategy of delivering the highest levels of service," said Matt McConnell, Knowlagent's chief executive officer.

"Delivering software as a service requires a company to be available to its customers at all times, just like its applications are. Nancy has a history of building world-class SaaS support organizations, and we are excited to have her on the team."

- MORE -

PAGE 2 - NANCY KASIK JOINS KNOWLAGENT

About Knowlagent

Over 300,000 agents and managers around the world use Knowlagent's on-demand call center solutions every day. For 13 years, 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. Knowlagent's simple, on-demand solutions for common agent management problems require no capital expenditures and are deployable in 30 days, enabling more companies to optimize their frontline performance faster and more affordably than ever before. For more information, call 888-566-9457 or visit us online at www.knowlagent.com.

###

Media Contact:

Lee Anne Wimberly
Knowlagent
678.447.8120
lwimberly@knowlagent.com