



FOR IMMEDIATE RELEASE

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CO-NEXUS, INC. ANNOUNCES THE RELEASE OF CXM VERSION 4.0

Houston, Texas – JANUARY 15, 2006: Co-nexus, Inc. today announced the general release of CXM Version 4.0. CXM is a comprehensive suite of call logging and quality monitoring products. The CXM system is comprised of hardware (servers and voice boards) and software that are integrated with the customers' PBX and LAN. CXM is utilized by businesses to improve customer satisfaction, resolve customer disputes, verify information, ensure compliance and improve agent performance. Previous releases of CXM focused on call logging and indexing the data. However, with the release of CXM V4, Co-nexus now offers a comprehensive suite of applications directed towards quality monitoring and coaching of call center agents.

CXM V4 includes modules for recording phone calls, recording PC activity, evaluating performance and coaching call center agents. "Although the look and feel of the CXM application is similar to previous versions, the evaluation and coaching module are light years ahead of the previous release," said company president Robert Irvin. Using CXM V4, call center supervisors can listen to agent-customer interaction, evaluate the interaction using a customized evaluation form, push example calls to the agents, create agent tests, create training videos and communicate with agents via bulletins. With over sixty canned reports supervisors can target the specific agents and skills sets that require coaching. Furthermore, reports can be generated on supervisor productivity and for calibration. Also new to CXM V4 is the CXM Agent Portal; the agents' virtual classroom. Within the Agent Portal each agent has a private view of their recordings, their evaluation results and access to all of their training materials.

Previous versions of CXM have been recognized for ease of use and scalability. These characteristics carry forward to CXM V4. The application continues to employ a web-browser client interface eliminating the need for proprietary software being loaded on customer PCs to access the system. Further, CXM V4 includes a unique method to enable supervisors to perform their most common quality

monitoring tasks by simply clicking a single icon on the CXM console to play a recording, evaluate an interaction, email the recording, save the recording to a private or shared training folder.

Co-nexus CXM works with most major communication platforms with CTI integrations to Siemens, Mitel, Avaya, Nortel, Cisco, NEC and Inter-Tel. CXM is a scalable solution with no maximum system capacity. CXM V4 is designed and priced for the mid-sized call center offering the features demanded by the largest call centers but with a price point palatable for the mid-sized market.

About Co-nexus, Inc.

Co-nexus, Inc. is a privately held company based in Houston, Texas. We strive to develop a comprehensive suite of call logging and quality monitoring products that are easy to use, competitively priced and customizable to fit the needs of the small to medium size call center. Our customers are our partners and we are committed to providing the highest level of service and support to each of them. For more information visit the Co-nexus CXM website at www.4cxm.com or call 866.400.4CXM.