

Co-nexus, Inc. / CallMiner
Joint Press Release
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FOR IMMEDIATE RELEASE

CallMiner and Co-nexus, Inc. Join Forces Integrating Speech Analytics with Customer Experience Management Tools Agreement Yields Solutions that Meet the Critical Needs of Small-to-Mid-Size Contact Centers

HOUSTON and FORT MYERS, Fla. – September 23, 2008 - CallMiner Inc., the industry leader in advanced speech analytics, and Co-nexus, one of the nation's leading providers of customer experience management solutions, today announced they had executed a reseller agreement. The integrated offering will address the specific challenges and opportunities of small-to-medium-sized contact centers by adding speech analytics to the CXM Recording and Quality Monitoring solution from Co-nexus, Inc.

"The CallMiner Eureka!® and Co-nexus CXM solutions will provide small-to-mid-sized contact centers the same powerful customer insights and business intelligence that larger enterprises enjoy," said Cliff LaCoursiere, CallMiner's senior vice president of business development and co-founder. "With speech analytics, companies will be able to uncover critical information about their customers and with CXM, they will be able to marry that data with a robust solution to help improve the overall customer experience."

"Eureka speech analytics fills a critical gap in our suite of customer experience solutions," said Brian Daily, vice president of sales and marketing for Co-nexus. "By partnering with CallMiner to add this functionality, we are meeting a significant need in the market place that will allow our customers to fully address the challenges and opportunities they face."

About CallMiner

CallMiner is the industry leader in advanced speech analytics. CallMiner Eureka is the only speech analytics solution that automatically and accurately mines 100% of recorded conversations to discover the real 'voice of customers' without listening to every call. CallMiner customers are empowered with real time and actionable business intelligence enabling their organizations to significantly improve customer service, enhance agent quality, increase sales and impact marketing effectiveness. For more information, please contact CallMiner at (239) 689-6463 or visit www.callminer.com.

About Co-nexus, Inc.

Co-nexus Inc., headquartered in Houston, Texas, is one of the nation's leading providers of call logging and quality monitoring solutions for contact centers. The CXM software suite includes phone recording, multi media recording, agent performance evaluation and coaching tools and customer satisfaction surveys. Hundreds of leading companies across the U.S. utilize CXM for quality assurance and to improve customer service levels. For more information about CXM technology www.4cxm.com.