



eGain announces OEM agreement to support Cisco Unified Contact Center offerings

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Cisco will OEM eGain's software for its email management and web-based service products on a worldwide basis

PR9.NET April 10, 2007 - Mountain View, Calif - eGain Communications Corporation (OTC BB: EGAN.OB), a leading provider of customer service and contact center software for in-house or on-demand SaaS deployment, today announced that it has entered into an OEM agreement with Cisco Systems, Inc. Under the terms of this agreement, Cisco will include eGain's award-winning products for email management (eGain Mail™), chat (eGain Chat™) and web collaboration (eGain Cobrowse™) as an integral part of the Cisco Unified Contact Center Enterprise™ and the Cisco Unified Contact Center Express™ software suites for customer interaction management.

Cisco Unified Contact Center Enterprise and Cisco Unified Contact Center Express suites provide state-of-the-art IP-based customer interaction solutions for the enterprise and the SMB (small and medium-sized business) market segments, respectively. These solutions integrate inbound and outbound voice applications with Internet applications including real-time chat, web collaboration, and email, transforming the traditional contact center into a Customer Interaction Network, which enhances responsiveness and streamlines interactions to help organizations deliver superior customer service. The broad and deep integration unifies capabilities, enabling a single agent to support multiple interactions simultaneously regardless of which communication channel the customer has chosen. Moreover, the solutions enable agents to provide individualized service, based on almost any contact attribute.

A pioneer in eService and knowledge management, eGain offers proven products for email, chat, standard and proxy-based cobrowsing, web self-service and contact center knowledge management, notification management, and service fulfillment, available on-premise or on-demand. These solutions enable contact center agents to provide reliable, scalable and superior customer service, while improving service consistency, effectiveness, efficiencies, and compliance through a common multichannel knowledge base, robust workflow, and built-in industry best practices.

"The ability to effectively handle customer interactions via email, chat, and the web is imperative to businesses that want to differentiate themselves with quality customer service," said John Hernandez, Senior Director of Product Management of Cisco's customer contact business unit. "By leveraging eGain's leading eService solutions in our Cisco Unified Contact Center offerings we are helping our customers create and manage a Customer Interaction Network that enables them to keep pace with customers' needs for multiple points of access, while keeping operational costs in check."

"With customer interactions over electronic channels on the rise, there is a growing need to not only manage these interactions in a robust manner but also unify them with voice channels to deliver a unified customer experience," said Ashu Roy, CEO of eGain. "We are delighted to play an important role in enabling Cisco's Customer Interaction Network vision through this OEM relationship."

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About eGain Communications

eGain (OTC: EGAN.OB) is a leading provider of customer service and contact center software for in-house or on-demand deployment. Trusted by prominent enterprises and growing midsize companies worldwide, eGain has been helping organizations achieve and sustain customer service excellence for more than a decade. 24 of the 50 largest global companies rely on eGain to transform their traditional call centers, help desks, and web customer service operations into multichannel customer interaction hubs. These hubs enable dramatically improved customer experience, unified multichannel customer service, end-to-end service process efficiencies, and enhanced contact center performance.

Website: <http://www.egain.com>