



eGain Updates Partner Program and Expands Ecosystem

eGain Communications, July 10, 2007

URL: <http://www.pr9.net/comp/development/5880july.html>

Customer service software pioneer expands scope of its partner program and signs new partners to meet increasing demand for multichannel customer service software and best practices.

PR9.NET July 10, 2007 - MOUNTAIN VIEW, Calif - eGain Communications Corporation (OTC BB: EGAN.OB), provider of the industry's top-rated* customer service and contact center software for in-house or on-demand SaaS deployment, announced today that the company has expanded the scope of the eGain EcoNet™ Partner Program, while adding new value-added reseller (VAR) and systems integrator (SI) partners worldwide.

The updated partner program includes multi-tiered sales, professional services, and support training for partners around the company's award-winning customer service software, eGain Service™, and covers the following areas:

- Sales enablement, including training on how to demonstrate and sell eGain solutions
- Multi-tiered professional services training, covering a range of topics from simple configuration training to deeper solution extension, customization, and integration
- Multi-tiered support training, extending from problem reporting to troubleshooting
- eGain Certified™ logo designation and accreditation, an endorsement of quality that enables eGain partners to provide trusted services (including implementation, support, and training) to their clients

"Channel partnerships are critical to powering our growth, moving forward," said Ashu Roy, CEO of eGain. "Coming at the heels of our OEM agreement with Cisco, the expansion of our channel partner program will not only allow us to increase our market reach, but also provide end-to-end solutions and domain expertise that will maximize the business value for clients while ensuring their success."

As part of the eGain EcoNet™ Program, the company has signed several new partners worldwide, including 4C Consulting NV, Bizmatica, Bucher & Suter AG, Centric Consulting, Calence, LLC, D+S solutions GmbH, IntelliSolutions S.A., Inter-Active Technologies (Pty) Ltd., and Spanlink Communications, with other partnerships under development. Furthermore, it plans to train over a hundred professionals in the VAR/SI network, many of them dual eGain-Cisco partners, in the next twelve months.

"We are seeing increased demand for unified communications solutions," said Doug Fink, Unified Communications Practice Vice President of Calence, LLC, a leader in building, managing, and optimizing customized client-centric networks, and a new eGain partner. "With our contact center domain expertise and systems integration experience, and eGain's leadership in the customer service software space, we will enable our clients to differentiate themselves through exceptional customer service."

"Bucher & Suter offers contact centre solutions based on the Cisco Unified Contact Centre Platform and have successfully implemented more than 100 Cisco Unified Contact Centre Solutions in Europe. With the eGain partnership, we have a comprehensive set of solutions and a valuable extension to our portfolio," said Juergen Schick Sales Manager Europe for Bucher & Suter AG.

Information on eGain EcoNet is available at the following URL:
<http://www.egain.com/partners/index.asp>

Based on the Power of One™, the concept of one platform for unified multichannel customer interaction management, eGain Service suite enables businesses to provide stand-out customer service experience by implementing innovative, best-practice enabled customer interaction hubs, while delivering the following benefits:

- Maximize self-service adoption through multi-modal web self-service
- Improve contact center agent productivity
- Ensure compliance and security in customer interactions
- Enhance customer experience and retention
- Reduce escalations, field visits, and service costs
- Increase revenue through upsell and cross-sell at the point of service

For more information about eGain Service, please visit: http://www.egain.com/products/multichannel_service.asp

Media contacts

Jamie Abayan Hilary De Rover
eGain Communications Corp. eGain EMEA
Phone: 650-230-7532 Phone: +44 (0) 1753 464689
Email: pr@egain.com Email: hderover@egain.com

###

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>

[PR9.NET - Your Free Press Release Service](#)