



Cystelcom, Verint & eGain Communications combine forces at Cisco Expo 2008 in Madrid

eGain Communications, March 27, 2008

URL: <http://www.pr9.net/comp/software/7709march.html>

Madrid, Spain 27 March, 2008 –eGain Communications (OTCBB: EGAN.OB), Cystelcom Sistemas and Verint will come together to present their latest Contact Centre and Customer Service offerings at Cisco Expo 2008 in Madrid on 1 – 2 April (Stand 7).

PR9.NET March 27, 2008 - Madrid, Spain - eGain Communications (OTCBB: EGAN.OB), Cystelcom Sistemas and Verint will come together to present their latest Contact Centre and Customer Service offerings at Cisco Expo 2008 in Madrid on 1 – 2 April (Stand 7).

This initiative, combines the forces of these three leading providers and is designed to help organisations increase their contact centre performance, maximize visibility and productivity of agents, improve sales and customer relationship performance and deliver significant cost savings.

Cystelcom, Verint and eGain will each bring their unique Contact Centre solutions to the visitors of Stand 7 at this Cisco event. Leveraging years of expertise and core strengths in customer service, quality-monitoring processes, productivity improvement, contact centre analysis/evaluation, these three vendors deliver revenue-generating, cutting-edge solutions that meet the needs of large mobile operators, content providers and contact centres and enable organizations to optimize communication, improve business productivity, reduce costs and increase customer satisfaction.

This conference gathers the most important CIO's in the Spanish market and will take place in Madrid at Círculo de Bellas Artes, C/ Alcalá, 42 (Acceso por c/ Marqués de Casa Riera), 28014 Madrid, España.

For more information about the event please see: <http://www.cisco.com/web/ES/expo/index.html>

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About Cystelcom

Founded in 1993, Cystelcom Sistemas is a leading provider of intelligent communications solutions for multi-channel contact centers and 3G telephony. As an industry innovator, Cystelcom provides standalone and integrated back-office, contact center and video contact center solutions that optimize communication, increase business efficiency, reduce costs and increase customer satisfaction. Cystelcom delivers revenue-generating, cutting-edge solutions and services that meet the needs of mobile operators, content providers and contact centers. Cystelcom solutions are built on unique, open technologies and leverage strategic relationships with telecom operators, value-added technology providers and system integrators. Cystelcom is headquartered in Madrid, Spain.

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>