



FOR IMMEDIATE RELEASE

Knowlagent Solutions Help Non-Profit Prepare Economically Disadvantaged Persons and Disabled Vets to Work as At-home Call Center Agents

Virtual Training Systems™ implements Knowlagent's hiring and training solutions to assess and train at-home workforce

ATLANTA, GA – (March 5, 2010) – Knowlagent's award-winning hiring and training solutions help non-profit Virtual Training Systems™ (VTS) prepare economically disadvantaged individuals and persons with disabilities to work as at-home call center agents.

Knowlagent, the leading call center talent management software provider to call centers around the world, helps VTS effectively screen and train disabled veterans, other individuals with disabilities, and economically disadvantaged Americans, maximizing their chances of being hired as home-based contact center agents. Candidates come to VTS through other non-profits, local community groups, and military and/or veterans groups.

In its first year of operation, VTS has provided call center training to 364 qualified candidates and established relationships with a number of sourcing and hiring partners. Some 62 percent of candidates continued beyond the assessment and most went on to graduate from the VTS program. Graduates were successfully employed by industry-leading companies such as DirectTV, the Internal Revenue Service, Home Depot, and the U.S. Navy.

“Providing qualified candidates for at-home call center agent programs requires effective screening and training,” said Linda Walsh, VTS President and CEO. “Knowlagent enables us to fulfill our mission of providing free job skills to disabled and economically disadvantaged Americans worldwide.”

VTS implemented Knowlagent's hiring and training solutions as an integral part of its Agent 101 program, which includes assessing, educating, and training candidates in customer service skills.

Knowlagent Hiring™ provides candidates with a realistic preview of what it's like to work in a call center environment and provides hiring organizations with the information

they need to determine if candidates are a good fit with their organization. Knowlagent Training™ prepares VTS candidates with the information and skills they need to become certified on basic service and service-to-sales calls so that they are well-prepared for their role as a remote agent.

Both solutions ensure that VTS candidates have a high probability of success as at-home agents, which is critical to the Agent 101 program.

“Knowlagent helped VTS create a scalable, repeatable process for hiring the right people,” said Matt McConnell, Knowlagent CEO. “We are pleased to partner with VTS on this unique program to provide this community with additional opportunities.

About Virtual Training Systems™

Virtual Training Systems is a 501(c)3 not-for-profit organization that provides free job skills training to disabled veterans, other individuals with disabilities, and economically disadvantaged persons, preparing them for a secure and independent future. VTS aims to develop e-learning educational programs for deployment throughout the United States while being a leader in providing online job training services to these special populations. For more information, call us at (866) 576-8762 or visit www.vtsystems.org.

About Knowlagent

Knowlagent is the only talent management software solution specifically developed to meet the unique training, coaching, and hiring needs of the 10 million call center agents around the world. By automating traditional call center management processes, Knowlagent’s solutions for training, coaching and hiring enable clients to hire the right agents and make them better by pushing training and communications when call volumes are low. Knowlagent’s solutions are on-demand, easy to use and require no capital expenditures. Over 200,000 agents and managers around the world use Knowlagent’s talent management software solutions every day. For more information, call 888-566-9457 or visit us online at www.knowlagent.com.

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