



## **Chordiant Delivers New IBM WebSphere Process Server Connector to Improve Management of Live Customer Interactions**

### ***New Connection Between Updated Chordiant Enterprise Foundation and IBM WebSphere Process Server Helps Optimize the Customer Experience with End-to-End Process Management***

CUPERTINO, Calif., May 04, 2009 (BUSINESS WIRE) -- [Chordiant Software](#), Inc. (Nasdaq:CHRD), a leading provider of [Customer Experience](#) (Cx(TM)) software and services, today announced general availability of the Chordiant Connector for IBM WebSphere Process Server (WPS), a new linkage intended to help customers improve the process of managing customer conversations as a larger business process. The Connector plugs into [Chordiant Enterprise Foundation](#) version 6.4 and Call Center Advisor version 6.4, which are also both generally available today. The new Connector provides functionality and transfers data to evoke actions in workflow within WPS. The combination of Chordiant customer experience management solutions with IBM WPS will enable companies to seamlessly orchestrate live customer interaction management and back-end enterprise wide process and work management. This will allow call center and retail agents to initiate and manage long running processes during a customer conversation without switching desktop applications.

At the point of interaction, Chordiant Call Center Advisor provides agents with a comprehensive, role-based view of the customer, including a real-time, multi-product profile and complete multi-channel interaction history. This unique intelligence not only improves first-call resolution, but facilitates the cross-selling of new products and services. IBM WPS handles enterprise workflows lasting hours, days, weeks or months. By connecting these capabilities with the Chordiant Enterprise Foundation 6.4 environment, Chordiant and IBM customers can achieve end-to-end management of processes and interactions, improving the customer experience.

"The integration of WebSphere Process Server with Chordiant customer experience management will benefit our customers looking to increase customer loyalty during these challenging economic times," said Craig Hayman, Vice President of IBM Websphere. "This further enhancement of our partnership with Chordiant combines our business process management and Chordiant's role based customer views which are critical to enabling a seamless customer experience."

### **Chordiant Enterprise Foundation and Call Center Advisor Version 6.4 Released**

Chordiant Enterprise Foundation delivers a multi-channel, centrally orchestrated platform for building and executing customer experience management solutions. It offers interaction control, real-time connection to trusted systems of record, and a best-in-class thin client call center application, Chordiant Call Center Advisor. With their unique focus on helping companies optimize the customer experience, Chordiant products can help improve customer loyalty and operational productivity during every customer interaction.

With the latest version of Chordiant Foundation and Advisor, customers will benefit from increased scale and performance, as well as improved options for Telephony integration (CTI). These new capabilities enable better utilization of existing IT and telephony resources, further protecting existing investments, while enabling effective, responsive customer interactions. The new versions also support multi-byte character languages for data persistence across broader geographies.

"Part of delivering a great customer experience means handling work at the point of interaction--enabling agents to fully address the customer's requirements regardless of how many steps or processes must be executed," said Shari Zedeck, Vice President, Product Management, Chordiant. "With Chordiant's patented desktop application managing the customer interaction and IBM's high performance workflow engine managing back-end processes, companies can deliver a highly responsive and efficient customer experience. In addition to this latest initiative, we expect our ongoing collaboration with IBM to continue to deliver high value to the market and our mutual customers."

### **About Chordiant Software, Inc.**

Chordiant software optimizes the customer experience, helping clients improve business results while significantly strengthening customer relationships. Chordiant's solutions allow multi-channel interaction management and centralized Next-Best-Action(TM) driven predictive decisioning to target individual customer needs and provide unprecedented management and control over sophisticated customer experience strategies. Fortune 1000 customers turn to Chordiant to build, maintain and significantly strengthen connections with customers, so they can differentiate themselves from the competition and maximize their business objectives. For more information please visit [www.chordiant.com](http://www.chordiant.com).

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