



**FOR IMMEDIATE RELEASE**

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**Centergistic Solutions Announces AuditTrail™, an Automated Administrative Auditing Capability for AgentView® Enterprise**

September 5th, 2007 Anaheim, California --- Centergistic Solutions, Inc. (“CGSO”), a leading global provider of enterprise performance management software solutions for the contact center, announced today the availability of AgentView Enterprise AuditTrail, an administrative auditing tool in the latest version of AgentView Enterprise.

AgentView now has the capability to log all events and activities to the CenterStats® database. The Audit Trail enables administrators to audit and review all activities, including: login/logout by administrators and users (AgentLink® Client, PowerUser™, DashView™, etc.), APM/License checks to exceptions, Admin changes to the user configuration, metric definition and display layouts.

“Many systems administrators spend a lot of time and effort retracing their steps to track down a problem or review administrative procedures. They have expressed to Centergistic a need to document all processes and all interactions with the database and system components,” said Ram Iyer, Senior VP and Chief Information Officer for Centergistic Solutions. “What we have provided with our Audit Trail, is the ability to record and track all system interaction processes. This ability will save time and overhead that is better used to manage and improve performance.”

## **About Centergistic Solutions**

Centergistic Solutions, Inc. provides an award-winning family of enterprise performance management software solutions for today's dynamic contact center environment. The robust, patented technology beneath the AgentView system has enabled it to transcend the contact center environment and provide performance metrics for virtually any business configuration. We believe that driving the right information, to the right person, at the right time and place will result in individuals taking the right actions to improve efficiency and effectiveness of everyone throughout the organization. Our flagship products, ***AgentView® Enterprise and AgentView® Enterprise Performance Management*** are award-winning integrated real time and historical analytics systems currently installed in over 3,000 contact centers worldwide. Centergistic is headquartered in Orange, California, with offices throughout the U.S. as well as international distribution.

*This release includes forward-looking statements within the meaning of Section 27A of the Securities Act of 1933 and Section 27E of the Securities Exchange Act of 1934. Statements contained in this release that are not historical facts may be deemed to be forward-looking statements. Investors are cautioned that forward-looking statements are inherently uncertain. Actual performance and results may differ materially from that projected or suggested herein due to certain risks and uncertainties including, without limitation, ability to obtain financing and regulatory and shareholder approvals for anticipated actions. Further information about such risks and uncertainties can be found in the Company's filings with the Securities and Exchange Commission.*