

FOR IMMEDIATE RELEASE

KANA Customers Recognized as Citizen-Engaged Communities*City of Boston and City of Minneapolis deliver excellence in multi-channel contact centers.*

Sunnyvale, Calif. October 17, 2011 -- Lagan, a Division of KANA Software, Inc. and the global leader in Government to Citizen Technology, today announced that two of their long-standing customers, City of Boston and City of Minneapolis, have been designated *Citizen-Engaged Communities* for 2011-2013 by [Public Technology Institute](#) (PTI).

PTI stated that it had created the Citizen-Engaged Communities Designation program to recognize excellence in multi-channel contact centers and best practices for the use of CRM systems, 311 services, web portal technology, telephony systems and mobile communications infrastructure.

All organizations who applied were reviewed and scored in four key areas for multi-channel contact centers:

- Citizen Participation Processes (information, service requests, complaints, interactive business applications and forms, surveys, focus groups, suggestions, chats)
- Integrated Communication Channels (contact center, self-service Web and automated phone systems, walk-ins, neighborhood stations, contact center linkage with service departments, mobile citizens and mobile crews)
- Integrated Technology (311, CRM, Web 2.0 applications, VoIP telephony, GIS, work management, mobile communications, knowledge-based data repositories)
- Performance Reporting (external citizen metrics, customer-driven internal service metrics, use of real-time data, service level agreements for contact center and service departments)

“This recognition is thoroughly deserved.” said Davide di Labio, VP Sales, KANA “City of Minneapolis has been a Lagan customer since 2005 and City of Boston since 2008. Both organizations continue to impress us by their ongoing use of Lagan solutions to support their continued innovative efforts in how the city manages and delivers outstanding customer service to their citizens.”

About Lagan

Lagan, a Division of KANA Software, Inc., is the global leader in G2C (government to citizen) solutions connecting government and citizens worldwide. Lagan enables governments and citizens to communicate online, on the phone and on the move. With 200 public sector customers worldwide, Lagan helps local governments serve the everyday interests of more than 60 million citizens.

Lagan’s solutions for Service Experience Management have been designed to streamline the service delivery functions of government, enabling improved efficiency and more citizen-centric public services.

Lagan manages the interactions between citizens and government and provides full support for a wide

variety of government service delivery processes. Lagan's solutions have proven utility for state and local governments and offer a range of flexible delivery methods: on-premise, on-demand and hosted.

About KANA Software

KANA makes every customer experience a good experience. As the leader in Service Experience Management (SEM), KANA gives managers total control over the customer service process, so they can take care of their brand while taking care of their customers. By unifying and adapting customer journeys across the contact center, web site and social community, KANA's solutions have reduced handling time, increased resolution rates and improved Net Promoter Score (NPS) at more than 600 enterprises, including half of the Global 100 and more than 200 government agencies. KANA is based in Silicon Valley and has office worldwide. For more information, visit www.kana.com

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