

**ASX Announcement**

26 March 2020

## **KNOSYS SIGNS STELLAR AS A RESELLER**

- **Leading experience management organisation:** Stellar offers Intelligent Automation, consulting services and operates outsourced contact centres in the Asia Pacific region and around the world.
- **Resell through Asia Pacific region:** The agreement enables Stellar to resell the KIQ Cloud knowledge management technology to its customers initially within the Asia Pacific region and more broadly throughout the world.

**Knosys (ASX: KNO)** is pleased to announce that it has signed Stellar as a global reseller of its KIQ Cloud knowledge management solution. Stellar is a leading customer experience management organisation, which operates across Australia, Asia, North America and Africa. Stellar designs and deploys solutions anchored around the delivery of exceptional customer experiences through its Customer Management Outsourcing, Consulting and Intelligent Automation businesses.

KIQ Cloud is an intuitive knowledge management solution designed for any business that operates customer contact centers, service desks, frontline offices or online self-service channels. The solution makes it easy for clients, teams and individuals to find the right information, exactly when they need it, and provides direction with workflows and processes to deliver exceptional customer experience.

“Knowledge management in the contact center environment is one of the most powerful tools available to improve customer experience.” Said Knosys’ Managing Director, John Thompson. “As robotic processes handle simple queries, call centre operators are being faced with more complex and diverse customer interactions requiring extensive training. KIQ Cloud can assist the call centre operator by enabling them to answer urgent customer questions and therefore improve multiple key contact centre metrics, including average handle time, first contact resolution and call escalation.”

“We are very excited about the opportunity to partner with Stellar and expand the use of KIQ Cloud through the APAC region. It’s an important milestone which signals our ability to scale the business through partnerships and resellers,” said Knosys Managing Director, John Thompson.

Moving forward, the KIQ Cloud solution will integrate with more CRMs and Service Desk applications to offer AI powered features such as predictive text, recommendations for next best action and more graphical interactive decision trees.

Knosys Managing Director, John Thompson, said: “This reseller relationship with Stellar further expands Knosys’ market position in the Asia Pacific and may provide further expansion opportunities in other regions. We expect to enlarge our operations in Singapore in the coming financial year and look for additional high-quality resellers like Stellar, to open new geographic markets and to accelerate new customer acquisitions.”

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## ABOUT KNOSYS

Knosys is a fast-growing Australian cloud software company that is simplifying enterprise knowledge to improve the productivity of employees and improve customer experience. Our KIQ Cloud service is the knowledge management solution transforming the digital workplace by ensuring all forms of knowledge are accurate, relevant to the user, compliant and easy to find. The KIQ Cloud knowledge management platform is intuitive and does the hard work. It uses the knowledge of real experts and the analytic power of machine learning to organise and share information for greater productivity. It is an organisation-wide solution for all industries, trusted by businesses and enterprises in the banking, telecommunications and government sectors.

For more information please visit: <http://www.knosys.it>

## ABOUT STELLAR

Stellar is a leading customer experience organisation, operating across Australia, Asia, North America and Africa. Stellar designs and deploys solutions anchored around the delivery of exceptional customer experiences through its Customer Management Outsourcing, Consulting and Intelligent Automation businesses. For over 20 years, Stellar has designed solutions that respond to the changing needs and expectations voiced by customers and employees alike.

Organisations turn to Stellar for help in converting their customer needs into actions. Understanding client's strategic drivers and business goals enables Stellar to deliver the right solution as a trusted partner, augmenting people with technology to bring out the best in both. With expertise across multiple industries and key business functions, Stellar delivers outstanding experiences, driving innovation to improve the way business is done.

For more about Stellar, visit their website [www.stellarxm.com](http://www.stellarxm.com)



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