

News FOR IMMEDIATE release

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Green Tree Servicing LLC Selects Witness Systems' Advanced Quality Monitoring Solution to Drive Customer Satisfaction

– Leading companies continue to adopt pre-packaged contact center quality monitoring and workforce management solutions from Witness Systems –

ATLANTA (September 12, 2005) – Following its April introduction of the contact center industry's first end-to-end solution for optimizing workforce performance, Witness Systems (NASDAQ: WITS), a leading global provider of workforce optimization software and services, today announced that Green Tree Servicing LLC has selected its pre-packaged Advanced Quality Monitoring Solution. Emphasizing the financial services organization's focus on creating high value interactions with prospects and customers, Green Tree's deployment follows an initial investment in Witness Systems' Workforce Management Solution at the end of last year. Implementation of the Advanced Quality Monitoring Solution will take place in Green Tree's Rapid City, South Dakota, St. Paul, Minnesota and Tempe, Arizona contact centers.

By fusing together actionable learning and performance management with the workforce optimization anchors of quality monitoring and workforce management, Witness Systems is redefining two of the contact center industry's most promising segments and providing customers with an entry point to a complete workforce optimization solution. Leading organizations, such as Green Tree, are paving the way in optimizing their workforce performance.

With more than 750,000 customers nationwide, Green Tree services the nation's largest portfolio of manufactured housing loans, as well as home equity, home improvement and consumer installment loans. The financial services company also originates manufactured housing loans and offers insurance products to its customers. It is this wide variety of programs and services that continues to drive Green Tree's commitment to customer service excellence.

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Through its existing relationship with Witness Systems, Green Tree achieved solid results with its workforce management solution, such as reducing the cost of customer interactions and improving efficiency, and decided to add quality monitoring. Witness Systems' quality monitoring solution will span across the financial institution's traditional contact centers, as well as its more than 30 remote and branch office operations, enabling its staff to deliver an even higher caliber of service for customer needs tied to general service inquiries, as well as collections.

“The Witness Systems Quality Monitoring Solution leverages the dynamic synergies between call recording and workforce management – something we have been trying to achieve through our customer service initiatives,” said Brian Funfar, assistant vice president, Green Tree Servicing LLC. “In the selection process, we conducted a comprehensive assessment of several competing technologies, but it was Witness Systems' long-term vision and single vendor strategy that best aligned with our goals of maintaining a strong balance between optimizing agent performance and contact center revenue generation, while ensuring top-notch, consistent service for our valued customers.”

Added Funfar, “On the front-end, we also took part in a Witness Systems-led Implementation Strategy Session, which helped ensure alignment of our people, processes and technologies. This engagement proved to be a great first step to our deployment – allowing us to ensure our quality and workforce management objectives were in line with those of our company as a whole. As a result, we are able to re-focus resources where needed, streamline processes across our entire customer support network, and identify ways to leverage our Witness Systems technology investment to its full potential, which will have a direct impact on our ROI.”

About Witness Systems Advanced Quality Monitoring

Witness Systems' pre-packaged Quality Monitoring Solution uniquely combines proven call recording functionality with insightful performance management and e-learning capabilities. The solution is designed to optimize agent performance, reduce risk and automate manual processes, such as monitoring and quality assurance, as well as increase first call resolution, drive contact center revenue generation and ensure consistent customer experiences.

The browser-based solution reliably captures and evaluates interactions across multiple channels and sites, and provides high-volume and user-defined, business-driven recording functionality, along with advanced data storage retrieval and presentation capabilities, and tools to evaluate and enhance agent performance and training. By capturing agent/customer contacts, organizations – like Green Tree – can assess how well their staff interacts with customers, along with how well their processes and technologies support them in doing so. They also can share contacts containing value customer intelligence and competitive insight across departments and enterprise-wide.

Leveraging the solution's e-learning capabilities, users can quickly communicate contact center policy changes and updates to agents, as well as supplement their formalized learning. In addition, as performance is

evaluated, captured interactions can be leveraged to create cost-effective, tailored e-learning content for staff. Organizations also can benefit from the ability to consolidate data from their multiple systems, channels and sites into reports and scorecards for more holistic, simplified decision making.

About Green Tree Servicing, LLC

Green Tree is a privately held financial services organization with headquarters in St. Paul, Minnesota. Green Tree provides loan servicing for manufactured housing, home equity, home improvement and consumer installment loans. The organization also originates manufactured housing loans and markets insurance products to its customers on a nationwide basis.

About Witness Systems

Witness Systems (NASDAQ: WITS) is a leading global provider of workforce optimization software and services. The company's solutions – which play a strategic role in the customer interaction centers of Global 2000 and small- and medium-sized businesses (SMBs) worldwide – also are deployed in IP Telephony and back office environments, and throughout the extended enterprise, including branch offices. Witness Systems' software is comprised of quality monitoring, compliance, high-volume and IP Telephony recording solutions, as well as workforce management, performance management and actionable learning applications. The company's solutions enable organizations to optimize their people, processes and technology throughout the enterprise. Witness Systems' customers benefit from an integrated business consulting, implementation and training methodology that supports a rapid deployment, enabling them to drive revenue, reduce operational costs, and achieve greater customer retention and loyalty. For additional information about Witness Systems, visit www.witness.com.

Cautionary Note Regarding Forward-looking Statements: Information in this release that involves Witness Systems' expectations, plans, intentions or strategies regarding the future are forward-looking statements that are not facts and involve a number of risks and uncertainties. They are identified by words such as “anticipates,” “expects,” “intends,” “plans,” “believes,” “estimates,” and similar expressions. These statements are based upon information available to Witness Systems as of the date of this release, and the company assumes no obligation to update any such forward-looking statement. Forward-looking statements believed true when made may ultimately prove to be incorrect. These statements are not guarantees of future performance and are subject to risks, uncertainties and other factors, some of which are beyond our control and may cause actual results to differ materially from our current expectations. Some of the factors that could cause actual future results to differ materially from current expectations include fluctuations in customer demand and the timing of orders; the company's ability to manage its growth; the risk of new product introductions and customer acceptance of new products; the rapid technological change which characterizes the company's markets; the risks associated with international sales as the company expands its markets, including the risks associated with foreign currency fluctuations; the ability of the company to complete and integrate successfully any acquisitions or investments it may make; and the ability of the company to compete successfully in the future, as well as other risks identified under the caption “Management's Discussion and Analysis of Financial Condition and Results of Operations” in the company's Form 10-K for the year ended December 31, 2004 and its Form 10-Q for the quarter ended June 30, 2005, as filed with the Securities and Exchange Commission.

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