

For Immediate Release

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CallMiner Receives \$3 Million Investment from The Florida Growth Fund

Hamilton Lane Advisors Select Speech Analytics Software Firm for Investment based on its Product Superiority, Market Leadership, Future Vision and Management Expertise

FORT LAUDERDALE and FORT MYERS, Fla. – September 30, 2010 – CallMiner Inc., the leader in enterprise [speech analytics](#) today announced it had received a \$3 million investment from The Florida Growth Fund LLC upon the recommendation of the Fund’s management group Hamilton Lane Advisors. The Florida Growth Fund investment is additive to the \$4 million C Raise CallMiner announced it had closed on September 1, 2010.

Hamilton Lane Vice President Greg Baty said, “CallMiner is an impressive software company and our extensive due diligence on their product and customers proved they are on a fast track to success. Given the Florida Growth Fund’s commitment toward investing in best-of-breed technology or growth-related businesses in Florida, we believe CallMiner is an excellent fit for the Fund.”

CallMiner’s President and CEO Terry Leahy said, “CallMiner is very pleased to welcome The Florida Growth Fund to our existing investor base. We are a Florida-based firm, and we plan to use these proceeds to fuel rapid growth and product innovation.”

As part of CallMiner’s expansion activities over the next five (5) years, it plans to increase total head count by nearly 150% percent, with 68% of the total team expected to be based in Florida. Growth in CallMiner’s head count will come primarily in prestigious software development and professional services positions, with an average fully loaded annual salary of more than \$70,000. Total estimated impact to the Florida economy from this portion of CallMiner’s expansion activities will be in the \$8-\$12 million range.

Leahy said, “CallMiner is enormously excited about what the future holds for our customers, team members and investors.”

About The Florida Growth Fund

The Florida Growth Fund was established in 2009 to enhance Florida’s capacity for development, growth and innovation. On behalf of the Florida State Board of Administration, Hamilton Lane actively pursues private equity investment opportunities for the Florida Growth Fund. The Fund has \$250 million under management. Our experienced investment professionals guide these opportunities through our rigorous due diligence process into one of two structures: private equity investments and directly into companies through a co-investment with another institutional investor. For more information visit www.floridagrowthfund.com.

About Hamilton Lane

As a leading global asset management firm, Hamilton Lane provides discretionary and non-

discretionary services in private equity investments. The firm has more than \$15 billion in private equity assets under management along with oversight of an additional \$73 billion in advisory assets. Hamilton Lane also has a successful history of managing in-state investment programs. The firm provides its clients with access to elite fund managers, exceptional industry knowledge and comprehensive portfolio analytics. Hamilton Lane's customized service helps clients achieve their private equity investment objectives. For more information visit www.hamiltonlane.com.

About Florida State Board of Administration

The State Board of Administration provides a variety of investment services to various Florida governmental entities. These include managing the assets of the Florida Retirement System Pension and Investment Plans, the Lawton Chiles Endowment Fund, the Local Government Surplus Funds Trust Fund, the Hurricane Catastrophe Fund, the Lottery Fund and a variety of smaller funds. The SBA currently invests in six asset classes: Global Equities, Fixed Income, Private Equity, Strategic Investments, Real Estate and Cash.

About CallMiner

CallMiner is the leader in enterprise speech analytics. CallMiner Eureka!® enables organizations to hear and act on the true voice of their customers as captured in contact center conversations. Eureka speech analytics automates the overwhelming process of extracting information from customer calls uncovering consistent and reliable information about customer demands, market trends, how well agents are meeting their service needs and more. This timely business intelligence can be leveraged by enterprises to improve customer service and sales, reduce the cost of service delivery, and identify areas for process improvements. CallMiner's customers realize improved customer retention, higher first call resolution, greater agent and supervisor productivity and lower quality assurance costs. For more information on speech analytics, please contact CallMiner at (239) 689-6463 or visit www.callminer.com.

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