



Cicero Inc. Partners with Pipkins, Inc. to Deliver Contact Center Solutions

CARY, NC May 19, 2010 — Cicero Inc. (BB: CICN), a global leader in customer experience management and desktop integration solutions, announced today that Pipkins, Inc., a leading supplier of workforce management software and services to the call center industry, has signed a marketing and sales partnership agreement.

Cicero XM™ technology helps companies transform their customer interactions by simplifying agent workflow, automating tasks, providing context-sensitive scripting and automatically sharing data between applications, all while leveraging existing IT investments. Cicero XM with its United Data Model™ combines enterprise data from disparate applications and abstracts it to provide the right information to a customer service representative in the context of an interaction. This feature empowers both IT and business analysts to make desktop changes on demand without programming time and risk.

The combination of Cicero's award-winning Cicero XM product line with Pipkins' award-winning Vantage Point™ products provides unprecedented benefit for contact centers. Matching Cicero XM's efficiency, effectiveness and insight capabilities with the forecasting and scheduling and analytic capabilities of Vantage Point allows contact centers to optimize every aspect of customer interaction in ways never before possible.

"Pipkins has been in business for nearly three decades and we have seen firsthand the problems associated with agent desktops impacting productivity and customer service," says Bob Webb, Pipkins' Vice-President of North American Sales. "Cicero's integrated, intelligent desktop delivers a true customer interaction solution that improves agent productivity and the overall customer experience. We look forward to working with Cicero in delivering best in breed contact center solutions."

"Pipkins, as a leader in the workforce management arena, allows customers to connect with people in an organization best suited to help them learn, buy, use, solve or pay for their product and service. Cicero XM intelligent desktop software ensures that the actual conversation, regardless of channel and purpose, goes well for the customer, the agent and the company. We're honored to be a partner with Pipkins in helping our collective clients gain and maintain a service advantage," said Mike Garner, Chief Customer Officer, Cicero Inc.

About Pipkins, Inc.

Pipkins Inc., founded in 1983 and headquartered in St. Louis, Missouri, is the leading supplier of workforce management software to the call center industry. Its Vantage Point™ product enables managers to solve the complicated operational issues in multi-faceted call center environments. In 2002, Pipkins introduced WorkforceScheduling.com™ as a subscription-based alternative for users wanting the full complement of enterprise features and benefits of its Vantage Point software on a hosted platform. Pipkins' systems forecast and schedule more than 100,000 agents in over 500 locations across all industries worldwide. For more information, visit www.pipkins.com or www.WorkforceScheduling.com.

About Cicero Inc.

Cicero Inc., founded in 1988, provides solutions that enable business transformation of enterprise interactions across companies and government organizations. Cicero XM technology delivers this capability via an innovative combination of desktop integration, automation, presentation and analytics capabilities, built to transform customer interaction into the most powerful marketing and branding asset a company can own. Cicero stands out among other software solutions for its ease of configuration and change control eliminating up to 90% of the change control costs and time, providing the ability to deliver actionable intelligence through efficient combination of telephony and interaction data, and delivering immediate benefits with an ROI in less than 6 months. Learn more at www.ciceroinc.com.

Cicero, Cicero Integrator, and Cicero XM are trademarks or registered trademarks of Cicero Inc. and/or its affiliates. Other company names and/or products are for identification purposes and are the property of, and may be trademarks of, their respective owners.

Safe Harbor: Except for any historical information contained herein, this news release may contain forward-looking statements on such matters as strategic direction, anticipated return on investment, business prospects, the development and capabilities of the Cicero product group, new products and similar matters. Actual results may differ materially from the anticipated results or other expectations expressed in this release of a variety of factors, including risks that customers may not adopt the Cicero technology, which Cicero Inc. may not successfully execute its new strategic initiative and other risks and uncertainties that could cause actual results to differ materially from such statements. For a description of other factors that could cause such a difference, please see Cicero Inc.'s filings with the Securities and Exchange Commission.



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