



For Immediate Release

**Telrex Named to ‘Customer Proven’ and ‘Partner Proven’ Levels of ShoreTel Technology Partner Program**  
*CallRex Workforce Optimization Solutions Help Customers Maximize Their ShoreTel Telephony Investments*

Kirkland, WA – April 1, 2009 - Telrex, provider of the CallRex™ suite of IP call recording and workforce optimization solutions, today announced that Telrex has advanced to the Customer and Partner Proven levels of the ShoreTel Technology Partner Program. Telrex is one of two call recording vendors to achieve the new Customer and Partner Proven levels of the ShoreTel Technology Partner Program.

To achieve the enhanced ShoreTel partnership levels, numerous Telrex customers and resellers have certified successful joint implementations with ShoreTel Contact Center and PBX products in complex ‘real-world’ production environments. The joint installations include both single and multi-site implementations using a TAPI-based integration for call control. With CallRex, customers utilize their WAN infrastructure to link a central CallRex Call Recording server with their remote sites, allowing administrators to view all call recordings within a single interface.

“As a founding member of the ShoreTel Technology Partner Program, we are pleased to be accepted into the expanded Technology Partner Program levels with ShoreTel,” said Robert Kapela, president of Telrex. “Telrex is committed to continued success within the ShoreTel customer and partner communities.”

Telrex offers [IP call recording](#) and workforce optimization solutions using a non-invasive approach with the ShoreTel IP telephony system, providing a highly reliable solution. Companies that choose to implement SIP trunking with their ShoreTel IP-PBX can take advantage of CallRex’s packet-sniffing technology to seamlessly record and monitor calls.

CallRex Call Recording software is an advanced, yet affordable, solution for small, medium, and enterprise-class companies that were previously unable to afford call recording technology. Offered through monthly subscription-based licenses, Telrex has lowered the barrier of entry to call recording and workforce optimization software solutions. The flexible licensing model includes access to technical support, maintenance, and upgrades throughout the life of the subscription contract.

To learn more about how your business can benefit from CallRex workforce optimization solutions on ShoreTel Pure IP Unified Communications solutions, call 425.827.6156 x2 or visit [http://www.telrex.com/shoretel\\_call\\_recording.htm](http://www.telrex.com/shoretel_call_recording.htm).

**About Telrex**

Telrex provides IP call recording and contact center optimization software. CallRex offers affordable access to call recording technologies, supporting IP telephony systems, VoIP softswitches and unified communications solutions from ShoreTel, Cisco, Mitel, Inter-Tel, Avaya, Microsoft OCS, 3Com, BroadSoft, Sylanro, Genband, Vertical, Asterisk, Pingtel, Fonality, TalkSwitch, and more.

Telrex offers its award-winning CallRex suite of software through value added resellers worldwide. Learn more at [www.telrex.com](http://www.telrex.com) or call 425.827.6156 x2.

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