



Subscription-Based Licensing

Making call recording and workforce optimization software affordable.

Telrex now offers all of its CallRex software products exclusively through subscription-based licenses. The subscription-based license model lowers the barrier of entry to call recording and workforce optimization software solutions, making the technology accessible to companies of all sizes.

CallRex Workforce Optimization Software

Subscription-based licensing applies to the following Telrex software products:

- **CallRex Call Recording¹**: IP-based call recording and monitoring solution for businesses of all sizes. Capture the voice of the customer to improve customer service, security, resolve customer disputes, achieve regulatory compliance, and enhance workplace productivity.
- **CallRex Computer Recording**: Capture all desktop activities so that managers can listen to the phone call and see what is happening on the agents' computer—all in real time. Ideal for auditing business processes and procedures, spot monitoring, and uncovering training opportunities.
- **CallRex Agent Evaluation**: Evaluate and score recorded telephone calls to determine agent training needs, track performance, script compliance, and compare skills across your contact center.
- **CallRex Workforce Management**: Forecast and schedule employee shifts based upon inbound and outbound call data provided by the ACD. Reduce labor costs by staffing with the right number of employees to meet service level goals.

Flexible Licensing Option

Subscription-based licenses offer customers the opportunity to acquire software licenses through a monthly per user price, versus making a large up-front capital investment. The flexible licensing model includes access to technical support, maintenance, and upgrades throughout the life of the subscription contract.

Installation and Training

Installation and training costs are not included with subscription-based licenses, and should be purchased separately. Contact your preferred Telrex reseller or Telrex Account Manager to learn more about installation and training options for CallRex software solutions.

Software Maintenance

Technical Support and product upgrade costs are included in the subscription-based licenses, so you will only need to purchase a single line item to meet all of your needs. With subscription-based licensing, you will have access to the Telrex Technical Support Team. The Telrex Technical Support team is available Monday through Friday during standard business hours by calling +1.425.827.6156 x3. E-mail support is available at support@telrex.com.

Subscription Contracts

Telrex offers subscription licenses under one- and two-year contract terms. Two year subscriptions are recommended for a minimum of 10 licenses, and contracts may be crafted to address special circumstances like seasonal employment and event-driven recording needs. You will be required to sign and remit contracts directly to Telrex.

¹ CallRex Call Recording includes CallRex Professional and CallRex Express software.

When add-on licenses are ordered, an addendum to the original contract must be signed reflecting the additional products ordered. In the contract, Telrex will reference all of the quote numbers associated with the subscription and Telrex will attach a copy of all the quotes to the contract so that you can easily reference all of your orders.

Licenses cannot be cancelled during the term of the subscription contract. Licenses will expire at the end of the contract term.

Payment

Telrex will collect payment for the subscription-based licenses every 90 days directly from you. 45 days prior to the end of the billing cycle, Telrex will send an invoice to you for the next 90 days of licensing fees.

Telrex accepts payment in US Dollars, Pounds or Euros. The preferred method of payment is by credit card or ACH, automatically billed every 90 days. If you cannot pay by credit card or ACH, then wire transfer or check will be accepted.

Order Processing

To place an order for subscription-based licenses, contact your Telrex Account Manager at +1.425.827.6156 x2. Telrex will provide you with a price quote and subscription contract.

Upon receipt of the signed contract and payment for the first 90 day period, Telrex will provide you a license key code for the term of your contract.

About Telrex

Telrex provides IP call recording and call center optimization software designed specifically for small and medium sized businesses, such as:

- CallRex Call Recording™: IP-based call recording and monitoring
- CallRex Agent Evaluation™: Call scoring and agent coaching for call centers
- CallRex Workforce Management™: Forecasting, scheduling, and adherence monitoring
- CallRex Speech Analytics™: Automatic analysis of recorded calls
- CallRex API™: Custom integration solution for CallRex call recording software

CallRex supports IP telephony systems, VoIP softswitches and unified communications solutions from Mitel, Inter-Tel, Cisco, Avaya, Microsoft OCS, 3Com, ShoreTel, BroadSoft, Sylantro, Genband, Asterisk, Pingtel, Fonality, TalkSwitch, Switchvox and more.

Telrex offers its award-winning CallRex suite of software through value added resellers worldwide. Contact Telrex at +1.425.827.6156 or learn more at www.telrex.com.