

CallRex Subscription-Based Licensing

MAKING CALL RECORDING AND WORKFORCE OPTIMIZATION
SOFTWARE AFFORDABLE.

Enghouse Interactive offers all of its CallRex software products through perpetual or 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 is available for the following CallRex software products:

CALLREX QUALITY MANAGEMENT SUITE™

A quality monitoring solution offering the tools that you need to improve your business. Comprised of CallRex Call Recording™, CallRex Computer Recording™, and CallRex Agent Evaluation™, the suite is the ideal tool for emerging contact centers.

CALLREX CALL RECORDING

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 Enghouse Interactive reseller or Enghouse Interactive Account Manager to learn more about installation and training options for CallRex software solutions.



Enghouse
Interactive

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 CallRex Technical Support Team. The CallRex 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

Enghouse Interactive offers subscription licenses under one- and two-year contract terms. Two year subscriptions are recommended for a minimum of 5 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 Enghouse Interactive.

When add-on licenses are ordered, an addendum to the original contract must be signed reflecting the additional products ordered. In the contract, Enghouse Interactive will reference all of the quote numbers associated with the subscription and Enghouse Interactive 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.

Order Processing

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

Upon receipt of the signed contract and payment, Enghouse Interactive will provide you a license key code for the term of your contract.

About Enghouse Interactive

Enghouse Interactive is the union of products and expertise from leading solution providers including: Arc Solutions, CosmoCom, Datapulse, Syntellect, Telrex, and Trio. Now a single, global organization, Enghouse Interactive delivers flexible and scalable solutions that will meet a company's communications needs across their organization, including: global communications management, contact center solutions, attendant consoles, IVR or self-service solutions and call recording and quality management tools.

Learn more at www.enghouseinteractive.com

