



For Immediate Release

Telrex Announces Availability of CallRex Computer Recording Version 3.9

Companies can maximize employee productivity with desktop analytics and quality monitoring software.

Kirkland, WA – June 23, 2009 - Telrex, provider of the award-winning CallRex™ suite of IP call recording and call center optimization solutions, today announced the immediate availability of version 3.9 of CallRex Computer Recording™ software. The flexible desktop analytics software solution enables companies to capture desktop images and videos in order to assess the complete employee-customer interaction. Full-motion videos, synced with call audio, provide a holistic view into customer interactions, allowing contact center managers to identify positive experiences or areas for training.

Companies use computer recordings for comprehensive quality monitoring and employee performance optimization. Average call handle times and post-call wrap-up times can be reduced through streamlined business systems and data entry processes. Contact center managers can discover where additional employee training is required or which systems require fine-tuning by observing employee computer use. Live monitoring and full-motion videos can provide valuable insight into the flow of business systems. Further, the complete customer interaction—including the desktop video and the telephone conversation—can be exported to be attached to e-mail, CRM records, or other business systems to provide an audit trail or training clips for quality monitoring.

Version 3.9 of CallRex Computer Recording includes full-motion video capture, including voice and data, as well as the ability to live monitor employee desktops or take screen snapshots at pre-determined intervals throughout the business day. “CallRex Computer Recording software empowers companies to capture complete customer interactions, enhance employee productivity, and provide an audit trail for increased customer satisfaction and security,” said Robert Kapela, president of Telrex. “With desktop monitoring software, companies can streamline their business processes, resulting in improved customer service and increased employee productivity, and impact their bottom line.”

CallRex Computer Recording software is available immediately and is offered through affordable subscription-based licensing. Telrex’s subscription-based licenses include technical support services and access to product upgrades throughout the life of the subscription contract. In addition to desktop analytics software, Telrex offers IP call recording and workforce optimization solutions. To learn more about how your business can benefit from CallRex workforce optimization solutions, call 425.827.6156 x2 or visit <http://www.telrex.com/computer-recording.htm>.

About Telrex

Telrex provides IP call recording and call 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, Digium 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 or call 425.827.6156 x2.

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