



For Immediate Release

Telrex Announces New CallRex Workforce Management Integration

CallRex Workforce Management Integrates with Fonality PBXtra Call Center Edition to Optimize Contact Center Forecasting and Employee Scheduling

Kirkland, WA – August 10, 2009 – Telrex, provider of the award-winning CallRex™ suite of IP call recording and call center optimization solutions, today announced the availability of an integration solution between CallRex Workforce Management™ software and Fonality's PBXtra Call Center solution. With the integration, CallRex is able to capture real-time call queue information, which is used to automatically forecast and schedule call center staff based upon a company's service level goals.

CallRex Workforce Management software builds a historical database of workload and work time statistics collected from the Fonality PBXtra Call Center Edition. Optimized call center staffing schedules are created using the historical data to forecast incoming calls, emails, and other non-call activities. Real-life effects like abandonment, shrinkage, and seasonal call volumes are taken into account to create schedules that best meet business needs. CallRex Workforce Management software features the ability to test "what-if" scenarios to view the impact call volume or staffing changes have on call center productivity and service level goals.

"CallRex Workforce Management software enables companies of all sizes to optimize their contact center staff and plan for business fluctuations," said Robert Kapela, founder of Telrex. "When paired with the advanced call routing features in Fonality's PBXtra Call Center solution, companies can maximize their staff and manage call volumes more efficiently."

"With the release of this integration, Telrex is helping users harness the valuable contact center information gathered by their Fonality phone system, allowing them to streamline operations and make informed staffing decisions," said Corey Brundage, vice president of marketing and product management at Fonality. "Telrex's subscription-based licenses allow companies of all sizes to take advantage of powerful contact center solutions at an affordable price."

Accurate forecasts allow managers to insure that the right people are in the right place to serve customers when they need it. CallRex Workforce Management software features multi-skill forecasting, agent scheduling, vacation and exception management tools, a graphical agent roster, and an intuitive user interface. Licenses for CallRex Workforce Management software are available on a monthly subscription-basis, permitting companies of all sizes to take advantage of powerful scheduling software at an affordable price.

In addition to workforce management, 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 www.telrex.com/workforce_management.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 Fonality, ShoreTel, Cisco, Mitel, 3Com, Microsoft OCS, BroadSoft, Avaya, Genband, Vertical, Asterisk, 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.

About Fonality

Fonality, the number one commercial grade vendor of open-source IP phone systems, uses its Hybrid Hosted™ approach and Anywhere Management™ architecture to create the reliability and quality of a premise-based system with the convenience and cost benefits of a hosted system. Founded in 2004 and headquartered in Culver City, Calif., the company has over 44,000 systems deployed worldwide.

Investors include Draper Fisher Jurvetson, Intel Capital, and Azure Capital Partners. More information can be found at www.fonality.com.

Contact Information:

Jill Majors
Telrex
phone: 425 827 6156 x131
jmajors@telrex.com
<http://www.telrex.com>

Nelson Kim
Fonality Inc.
phone: 310.861.4300
news@fonality.com
<http://www.fonality.com>

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