



CallRex workforce optimization

Telrex Solutions for BroadSoft

Telrex provides contact center optimization software solutions including call recording, computer recording, workforce management, agent evaluation, and speech analytics services. Call recording and computer monitoring, our core products, are used by many different businesses and call centers to:

- Resolve customer disputes
- Achieve regulatory compliance
- Ensure high quality customer service
- Accelerate employee training
- Enhance productivity
- Increase workplace security

Demand for call recording has increased dramatically in recent years as businesses work to improve customer service and agent productivity, address security concerns, and comply with legal requirements like the Health Insurance Portability and Accountability Act (HIPAA), the Gramm-Leach-Bliley Act, Sarbanes-Oxley, and SEC regulations.

Call Center Optimization Suite

CallRex software is an on-premise solution, offering customers greater flexibility and control over their business assets. Companies have the ability to expand their contact center optimization solutions on-demand to meet their evolving business needs. Administrators have immediate access to the Windows-based call recording servers and the data files required to customize call recording triggers, retention policies, and licensing needs.

CallRex Call Recording™ is innovative, full-featured call recording and monitoring software.

- Automatic full-time call recording
- Triggered call recording
- On-demand recording with look back
- Real-time silent monitoring
- No limit to the number of simultaneous recordings
- Fast search and playback of recorded calls with multiple search criteria
- Attach recordings to email, link to CRM records, and more
- Store call recordings centrally, allowing for global searches and centralized or remote management
- Individual and group access rights

Practical Subscription-Based Licenses

Telrex offers the award-winning CallRex software suite through a cost-effective subscription-based license model. Subscription-based fees include the cost of the software licenses, access to product updates, and support for the term of the subscription contract. No additional Platinum Plan or maintenance fees are required; however customers will be responsible for installation and training costs at the time of the initial purchase.

Selected Joint Telrex / BroadSoft Customers

- 123 Fix My Loan
- 50 Below
- ACA Capital
- Accent Energy
- American Lighting
- Australia Locum Medical Services
- Broadcore
- Brookstreet Securities
- CareGuide
- Diversified Technology Group
- Electronic Learning Products
- Esoft
- FlatIron Capital
- GRP Funding, Inc.
- G-Tel
- Home Telephone Company
- Instant Software
- IP Systems Pty. Ltd.
- MCM Mega Cable Comunicaciones De Mexico
- Merchant Solutions LLC
- New Global Telecom Inc. (NGT)
- Online Insurance Corporation
- Retirement Planners & Administrators
- Smiths Group
- Sybrid
- TeleNet
- Tricorp Federal Credit Union

Telrex Workforce Optimization Solutions

Telrex products are licensed on a subscription basis. Technical support services and product upgrade costs are included with the subscription-based licenses throughout the life of the contract.

CallRex Call Recording

Businesses use call recording to improve customer service, resolve customer disputes, increase employee productivity, and comply with legal requirements. CallRex Call Recording is an easy and affordable IP call recording and monitoring software solution for companies of all sizes.

CallRex Computer Recording™

Capture the entire employee / customer interaction, allowing you to ensure optimized processes and appropriate usage of company assets.

CallRex Agent Evaluation™

Quickly assess agent performance, coach employees, and accelerate training with CallRex Agent Evaluation software. Utilize recorded calls and customized performance score cards for consistent employee agent scoring, measurement, and reporting.

CallRex Workforce Management™

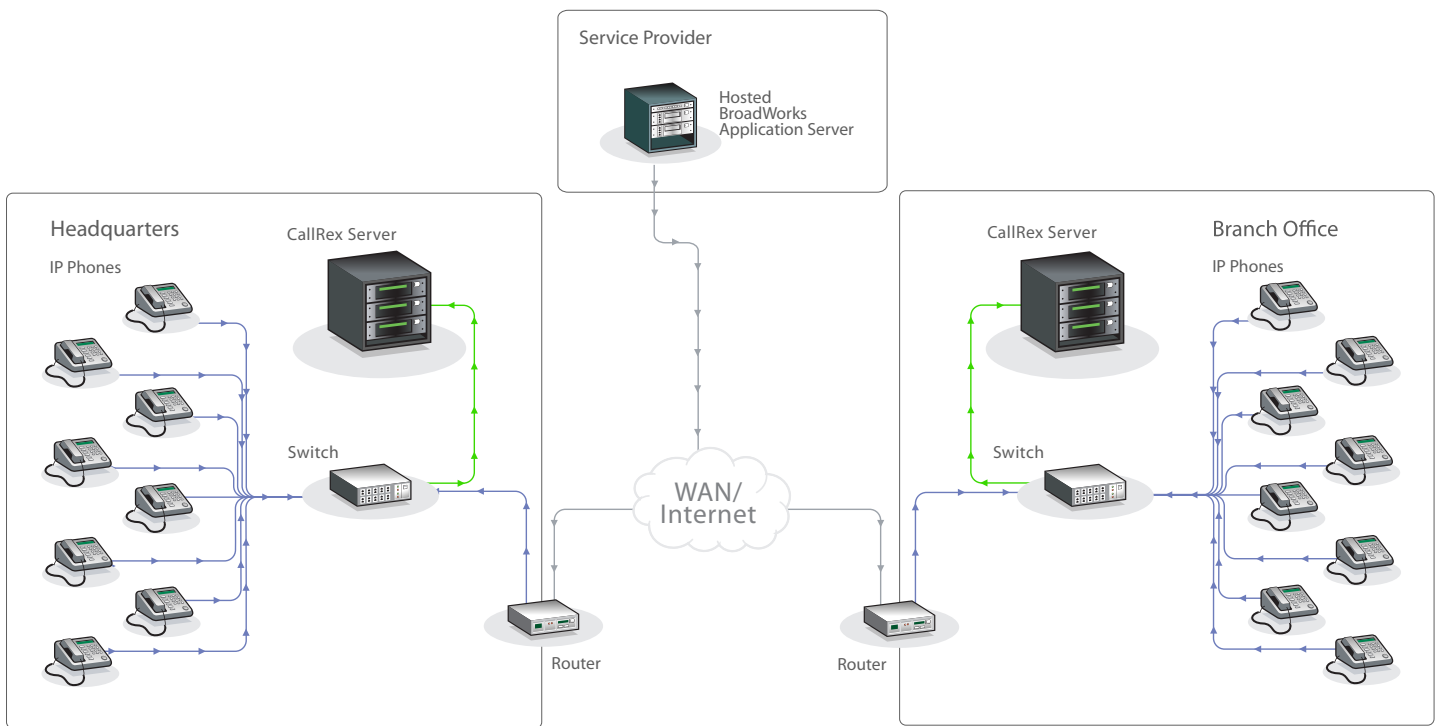
Accurately forecast and schedule employees to ensure productivity and efficiency. Optimized forecasts and schedules can result in achieving desired service levels and a reduction in costs.

CallRex Speech Analytics™

Unlock the power of call recordings automatically with CallRex Speech Analytics services. Our consultants work with companies to understand the business and identify opportunities and issues locked within customer interactions.

CallRex API™

Utilize the client-side API to access the CallRex platform functionality to integrate recordings with CRM records or to link recorded calls and computer activity to compliance, retention, and asset management systems.



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™: Call recording and monitoring
- CallRex Computer Recording™: Desktop 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