



For Immediate Release

**CallRex Call Recording Software Helps Collections Agency
Improve Customer Service and Reduce Legal Liability**

Evergreen Professional Recoveries Capitalizes on Call Recording Technology to Defray Disputes

Kirkland, WA – August 4, 2008 - Telrex, provider of the award-winning CallRex™ suite of IP call recording and call center optimization solutions, today announced that CallRex call recording software has saved Evergreen Professional Recoveries tens of thousands of dollars, providing a rapid return on investment. Telrex's call center optimization solution closed off gaps in agent training, compliance, and dispute resolution, as calls are now recorded and archived through an Inter-Tel 5000 IP telephone system using CallRex Professional™ software.

“Call recording has headed off at least two frivolous lawsuits in the past three months, which would have cost us at least \$10,000 in fees,” stated Ken Ross, CEO, Evergreen Professional Recoveries.

“Previously, we had no recourse when lawyers were calling with claims. It became a ‘he said, she said’ situation where there was no hard evidence to base a decision or dispute on.” With the CallRex call recording solution, Evergreen Professional Recoveries can quickly search for call recordings and attach them to e-mails in a standard .WAV file format. In addition, the call recording solution allows managers to set aside one hour each day to monitor calls and provide immediate feedback to agents. Agent compliance has risen to above 90% as a result of the coaching sessions and call recording.

“I’ve meant to implement call recording technology for years, but I thought that the solutions were going to be too expensive for our mid-sized contact center,” stated Ross. Telrex offers flexible licensing options for CallRex, allowing small to medium-sized businesses like Evergreen Professional Recoveries to capitalize on the benefits of call recording technologies.

A market innovator, CallRex supports over 20 PBXs and softswitches, more than any other call recording vendor. CallRex is an all-software IP call recording solution that utilizes innovative packet sniffing technology to identify and record VoIP traffic on the network. Learn more at www.telrex.com or call 425.827.6156 x2.

About Telrex

Telrex provides IP call recording and call center optimization software. CallRex supports IP telephony systems, VoIP softswitches and unified communications solutions from Mitel, Inter-Tel, Cisco, Avaya, Nortel, Microsoft OCS, 3Com, ShoreTel, BroadSoft, Sylantro, Genband, NEC, Siemens, Vertical, Zultys, Digium/Asterisk, Pingtel, Switchvox, Fonality, TalkSwitch, Switchvox, and more.

CallRex API enables custom integration of the CallRex platform with business and communications applications. 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 Evergreen Professional Recoveries, Inc.

Evergreen Professional Recoveries, Inc. was founded in 1986 as an alternative to the increasingly unsatisfactory performance of companies within the collection industry. Our objective was to establish an agency that clients could rely on to be efficient, reliable, conscious of the clients' image and reputation, and skilled at recovery. Evergreen Professional Recoveries is a nationally accredited collection agency headquartered in Bothell, WA. Learn more at www.everprof.com.

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