



*For Immediate Release*

**CallRex Call Recording Software Delivers Improved Training and Quality Assurance to Healthy Mothers, Healthy Babies Coalition of Georgia**

Kirkland, WA – October 6, 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 time through streamlined quality assurance processes at Healthy Mothers, Healthy Babies Coalition of Georgia (HMHB). Telrex's solution closed off gaps in agent training in addition to covering legal liability using CallRex call recording software on their ShoreTel IP telephone system.

"We thought that we were just going to record the calls in case we needed them for HR or legal purposes. As a small organization, we didn't realize that there would be such a benefit and time savings by using CallRex software," said Susan Milne, operations manager for Healthy Mothers, Healthy Babies Coalition of Georgia. Previously, HMHB managers coached agents using live monitoring techniques, but they were at the mercy of the telephones, often waiting thirty minutes for a suitable call for assessment. With the CallRex call recording solution, managers can set aside time each day to monitor calls and provide immediate feedback to agents. Using the CallRex client, recordings can be played back through users' PC speakers, or exported and emailed as standard WAV files.

"We were spending a great deal of time waiting for calls to come in for live monitoring sessions. Now, rather than waiting thirty minutes to live monitor an agent, our managers can listen to calls at their desk when their schedule permits," said Milne. "Our CallRex investment will pay for itself in the time saved by the management staff."

A market innovator, CallRex supports more PBXs and softswitches 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](http://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 ShoreTel, Mitel, Inter-Tel, Cisco, Avaya, Microsoft OCS, 3Com, BroadSoft, Sylanro, Genband, Vertical, Digium, Asterisk, Pingtel, Switchvox, Fonality, TalkSwitch, 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](http://www.telrex.com).

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