



For Immediate Release

Telrex Announces Availability of CallRex Workforce Management Version 3.8

CallRex Workforce Management is an Economical Workforce Optimization Software Solution for Forecasting and Employee Scheduling

Kirkland, WA – February 9, 2009 - Telrex, provider of the award-winning CallRex™ suite of IP call recording and call center optimization solutions, today announced the availability of version 3.8 of CallRex Workforce Management™ software. The flexible software solution automates the workforce management experience, providing the scheduling and forecasting tools companies need to optimize staff.

Workforce management tools allow companies to produce optimized staffing schedules, which deliver improved service levels with fewer staff on hand. “In today’s economic climate, it is imperative that companies are properly staffed, utilizing automated workforce management software can remove hours of human interaction from the process and positively impact service level goals,” said Robert Kapela, president of Telrex. “CallRex Workforce Management software offers companies affordable technology to optimize schedules and reduce costs while meeting desired service levels.”

CallRex Workforce Management software utilizes historical ACD data to automatically generate forecasts and employee schedules, and allows managers to complete “what-if” scenarios to quickly view the impact of staffing decisions on service level goals and budgets.

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. CallRex Workforce Management licenses 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 ShoreTel, Cisco, Mitel, Inter-Tel, Avaya, Microsoft OCS, 3Com, BroadSoft, Sylanro, Genband, Vertical, 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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