



For Immediate Release

### **New Version Available: CallRex Agent Evaluation Version 3.9**

*Telrex unveils improved contact center optimization and quality monitoring solution.*

Kirkland, WA – February 1, 2010 - Telrex, provider of the CallRex™ suite of IP call recording and contact center optimization solutions, today announced the release of CallRex Agent Evaluation™ version 3.9. An easy-to-use, web-based quality monitoring solution, CallRex Agent Evaluation enables managers to implement customized performance scorecards and provide objective feedback on employee phone calls.

Redesigned with the contact center manager in mind, CallRex Agent Evaluation features integrated user administration, flexible evaluations, and built-in reports to monitor performance trends. CallRex Agent Evaluation leverages a single administration point and database with CallRex Call Recording™, streamlining user administration and reducing the storage space required. Administrators can set-up access rights, user profiles, and recording triggers directly in CallRex Call Recording and the rights will flow through to CallRex Agent Evaluation.

CallRex Agent Evaluation uses a flexible framework; managers can create an infinite number of scorecards and implement more than one answer structure within an individual scorecard. Each scorecard is marked with a version number so managers can update scorecards to reflect changing business needs without affecting existing evaluations or rebuilding scorecards from scratch. To ensure consistency and understanding across evaluators, definitions can be added to each scorecard question.

Calls can be selected for evaluation using multiple filters, or random calls can be chosen with the click of a button. Multiple call recordings can be added within individual evaluations in order to accurately assess the total customer experience. Additionally, evaluators can drag-and-drop audio bookmarks onto questions, providing concrete examples of when agents excel at skills or require additional coaching. Built-in reports also offer insights into performance trends, employee progress, areas for training, and evaluator consistency.

“Evaluating employees does not have to be a complicated or time-consuming process. CallRex Agent Evaluation simplifies quality monitoring and delivers reports that help companies improve customer service,” said Robert Kapela, president of Telrex. “CallRex Agent Evaluation is another example of Telrex’s commitment to providing affordable contact center optimization solutions that are easy-to-use and add value to agent evaluation and coaching programs.”

CallRex Agent Evaluation software is available immediately through authorized Telrex resellers. Offered through either subscription-based or perpetual licenses, Telrex has lowered the barrier of entry to call recording and contact center optimization software solutions. Learn more at <http://www.telrex.com/agent.htm> or call +1.425.827.6156 x2.

#### **About Telrex**

Telrex offers contact center and workforce optimization solutions including: call recording, desktop recording and monitoring, call scoring and agent coaching, workforce management, and speech analytics services. CallRex software offers affordable access to call recording technologies, supporting IP telephony systems, VoIP softswitches and unified communications solutions from Cisco, Microsoft OCS, Mitel, ShoreTel, Fonality, 3Com, BroadSoft, Avaya, Vertical, Asterisk, TalkSwitch, and more. Telrex offers its award-winning CallRex suite of software through value added resellers worldwide. Learn more at <http://www.telrex.com> or call 425.827.6156 x2.

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