



For Immediate Release

Telrex Announces Enhanced Call Recording Capabilities for Cisco Systems

CallRex Call Recording™ Software Now Supports Recording via Forked Audio on Cisco Unified Communications Manager

Kirkland, WA – September 23, 2009 - Telrex, provider of the award-winning CallRex™ suite of IP call recording and contact center optimization solutions, today announced enhancements to CallRex Call Recording™ software and the completion of interoperability testing with Cisco Unified Communications Manager 7.0. Compatibility testing was completed through a third party as a part of Telrex's Solution Developer level membership in the Cisco Developer Network Program.

The certified CallRex Call Recording software solution now supports recording using forked audio on Cisco Unified Communications Manager systems. With forked audio, companies no longer have to set-up port mirroring within their telephony environment. A duplicate audio stream is sent directly from the Cisco IP phones to the call recording server. Call recording via packet-sniffing technology using Cisco's Skinny protocol is also available from Telrex. CallRex Call Recording software is customizable, allowing companies to tailor their call recording installation—whether using forked audio or packet sniffing—to suit their business and network needs.

“Telrex is one of the only vendors to offer customers two methods for call recording, through either forked audio or packet sniffing. Companies know that if they select CallRex Call Recording software, they have a flexible solution to meet all of their call recording needs,” said Robert Kapela, president of Telrex.

CallRex Call Recording software is an advanced, yet affordable, solution for small, medium, and enterprise-class companies that were previously unable to afford call recording technology. Offered through monthly subscription-based licenses, Telrex has lowered the barrier of entry to call recording and contact center optimization software solutions. The subscription-based licensing model includes access to technical support, maintenance, and upgrades throughout the life of the subscription contract.

In addition to call recording and monitoring software, Telrex offers contact center 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 http://www.telrex.com/cisco_call_recording.htm.

About Telrex

Telrex provides IP call recording and contact center optimization software. CallRex offers affordable access to call recording technologies, supporting IP telephony systems, VoIP softswitches and unified communications solutions from Cisco, Fonality, ShoreTel, Mitel, 3Com, Microsoft OCS, BroadSoft, Avaya, Genband, Vertical, Asterisk, 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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