



For Immediate Release

### **Switch and Save with Telrex**

*Telrex implements a call recording software license trade-in program.*

Kirkland, WA – January 14, 2010 - Telrex, provider of the CallRex™ suite of IP call recording and contact center optimization solutions, today announced a trade-in plan for companies of all sizes. For a limited time, companies can trade-in their existing call recording software licenses for the cost of installation and 1 year of maintenance. Customers will receive free CallRex Call Recording™ software licenses along with access to product upgrades and technical support services throughout the life of their maintenance plan.

CallRex Call Recording software is an affordable, reliable call recording software solution that is non-invasive and easy-to-use. Scalable to thousands of users, CallRex software will grow with changing business needs. In addition, the CallRex call center optimization solution does not interfere with IP telephony solutions, so companies will continue to experience the high reliability and high availability of their business communication systems while also capturing important telephone interactions.

In addition to call recording and monitoring software, Telrex offers contact center and workforce optimization solutions including: desktop recording and monitoring, call scoring and agent coaching, workforce management, and speech analytics services. Offered through either subscription-based or perpetual licenses, Telrex has lowered the barrier of entry to call recording and contact center optimization software solutions.

“We believe that affordable workforce optimization software solutions should be accessible to companies of all sizes,” said Jim Roark, vice president of Sales at Telrex. “Telrex continues to lower the barrier of entry to contact center optimization solutions with our competitive trade-in program.”

#### **Telrex Trade-in Program**

Until March 31, 2010, Telrex is offering companies the opportunity to trade-in their existing call recording licenses for the cost of installation and 1 year of Telrex Platinum Support. Under the program, customers will receive free licenses for CallRex Call Recording software, access to product upgrades and free technical support services throughout the life of their maintenance contract. Subscription-based licenses are also offered under this promotion at a discounted rate. Some restrictions may apply. Learn more at <http://www.telrex.com/savings> or call 425.827.6156 x2.

#### **About Telrex**

Telrex provides IP call recording and contact center optimization software. CallRex software offers affordable access to call recording technologies, supporting IP telephony systems, VoIP softswitches and unified communications solutions from Microsoft OCS, Mitel, Cisco, 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.

#### **Contact Information:**

Jill Majors  
Telrex  
phone: 425.827.6156 x131  
[jmajors@telrex.com](mailto:jmajors@telrex.com)  
<http://www.telrex.com>

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