



## Angel.com to Power Voter Hotline for 2008 Elections

*Leverages Angel.com Virtual Call Center to Address Voter Concerns, Mobilize Staff in Real Time*

**McLean, VA – October 9, 2008** – Angel.com, a leading provider of on-demand call center and Interactive Voice Response ([IVR](#)) solutions, today announced it will again power Election Protection's Voter Hotline, [1-866-OUR-VOTE](#), during the 2008 election cycle. The toll-free hotline is the nation's largest nonpartisan voter protection resource, allowing citizens to report problems and access local and state-specific information now through Election Day, November 4<sup>th</sup>. It is staffed by a nationwide network of volunteer attorneys who handle calls and investigate voter complaints.

The hotline was established in 2001 by Election Protection, a non-profit, nonpartisan coalition dedicated to protecting voter rights, to address the rampant voter confusion that plagued the 2000 elections. Following unexpectedly high call volume during the 2004 election cycle, Election Protection turned to Angel.com and its [Virtual Call Center](#) technology to dramatically modernize its call routing platform for the 2006 elections. With record voter turnaround expected for this year's Presidential elections, Election Protection will once again rely on Angel.com to power the hotline.

"We literally would not be able to make good on our promise of protecting voters coast-to-coast without the flexibility of the Angel.com Virtual Call Center solution," said Jonah Goldman, director of the National Campaign for Fair Elections. "With more than 250,000 calls expected into the hotline through Election Day, the Angel.com system allows us to update and expand our network in real time."

On Election Day, when Election Protection expects the hotline to receive more than half its anticipated call volume, agents can monitor and direct call flow to address trends as they develop. For example, if a voting problem in one area generates a flood of calls, that traffic can be routed to under-worked agents in other areas to minimize wait times and ensure all voter problems are addressed. The Angel.com platform also allows Election Protection to analyze data such as caller location and percentage of Spanish translation requests.

"The needs of Election Protection and the voter hotline at 1-866-OUR-VOTE are an ideal match for Angel.com's hosted business voice solution said," Michael Zirngibl, CEO of Angel.com. "We are proud to once again help Election Protection provide such a critical public service."

### **About Angel.com**

Angel.com is a leading provider of [on-demand business voice solutions](#). The Angel.com solution delivers value to organizations of all sizes to more productively and efficiently address business problems through the power of voice technology. As a fully hosted solution, no investment in hardware, software, or human resources is required, delivering immediate ROI and easing and simplifying deployment of voice applications that meet unique business needs. Angel.com is the only provider to offer a web-based toolkit, Site Builder, that facilitates voice menu design through a simple Internet connection and our innovative technology enables complete integration with databases or CRM tools, enhanced scalability, and flexible applications. For more information, visit [www.angel.com](http://www.angel.com).

### **About Election Protection**

Election Protection, established following the 2000 election, provides a nationwide resource for comprehensive voter information and guidance. This year's network of more than 100 local, state and national partners – with over 10,000 volunteers – is the largest voter protection and education effort in United States history. The Washington, D.C. non-partisan coalition focuses on the voter, not the parties on the ballot. Election Protection is the only national voter protection hotline that provides live agents to

answer questions over the phone and also mobilizes staff to investigate legal matters and irregularities along with local election officials. For more information, visit [www.866ourvote.org](http://www.866ourvote.org).

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