



Angel Announces New Enterprise Reporting Suite

Comprehensive analytics functionality promises new insights into caller behavior

McLean, VA, August 31, 2009 -- Angel, a leading provider of on-demand, cloud-based business voice solutions, today announced that the company's new Enterprise Reporting Suite will be available in Fall of 2009. The Enterprise Reporting Suite utilizes Microstrategy Business Intelligence software to enable business managers and application developers alike to track caller behavior and trends, all which directly relate to operational efficiency and maximizing ROI.

With the on-demand, web-based reporting functionality, customers can easily manipulate data and generate a number of different reports, schedule reports to run in the background, as well as perform advanced sorting, filtering, and charting. Customers also have access to detailed call and page information and can drill to the call level from any metric simply by clicking a hyperlinked number in a report. This detailed level of business intelligence enables customers to better understand and analyze contact center metrics to improve business processes as well as drive enhanced caller satisfaction.

"Now more than ever, business managers are looking at ways to keep customers happy, lower costs and improve efficiency throughout the enterprise," said Don Keane, Vice President Marketing and Product Strategy of Angel. "By having the ability to easily access detailed information about callers through a simple and robust cloud-based reporting solution, our customers can directly correlate these reports to business results and run a more strategic and successful business."

Some of the other features included in Enterprise Reporting Suite:

- Application Performance Reports
 - Measures the performance of applications based on containment and task completion.
- VUI Reports
 - Measures the health of applications via hit counts, hang-up points, entry/exit points, and speech error counts.
- Call Detail Reports
 - Provides detailed call records and enables customers to drill to recordings, page events, task completion rates, and variable data all on a pre-call basis.
- Call Volume Reports
 - Measures the performance of applications based on containment and task completion

Please visit www.angel.com for updates on product availability.

About Angel

Angel is a leading provider of on-demand, cloud based business voice solutions, which enable organizations to quickly deploy enterprise-level telephony applications. More than 1,600 customers turn to Angel's proprietary Voice Site technology to power customer service and marketing functions using intelligent speech recognition that can automate most phone-based interactions. Angel's solutions are built on the Software as a Service (SaaS) platform and require no investment in hardware, software, or human resources, balancing the need for high quality communications with affordable pay-as-you-go pricing. For more information, visit <http://www.angel.com>.

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