



Angel Integrates Survey Tools from Clicktools®
New Survey Solutions Enables Companies to Easily Assess and Drive Caller Satisfaction

McLean, Va. – September 17, 2009 - Angel, a leading provider of [on-demand, cloud-based business voice solutions](#), today announced the release of Survey Solutions, the latest in the company's suite of voice technology products. [Survey Solutions](#) enables organizations to produce powerful and easy-to-implement surveys into their existing Interactive Voice Response (IVR) or call center applications.

By integrating with Clicktools' on-demand surveys, Angel collects customer data and transfer results directly from the IVR phone-based survey into Salesforce.com for quick and easy analysis. Angel's web-based solution seamlessly integrates with [Clicktools](#) through a simple API so customers can immediately begin to collect and analyze data through Salesforce.com. The easy-to-use on-demand application makes it easy to collect information from customers, partners and employees to better understand caller behavior and preferences as well as gauge caller and employee satisfaction.

"Great customer service can differentiate businesses and enable organization to truly understand, and therefore better service, their customer base," said Don Keane, Vice President Marketing and Product Strategy of Angel. "By integrating with Clicktools' unique solutions, we can provide a powerful IVR survey environment that offers rich analytics that make it easy to understand and improve the customer experience."

With Survey Solutions, customers can effortlessly create surveys in minutes that can be deployed in any language, meeting the needs of unique customer bases. The on-demand application does not have size or complexity restrictions allowing users to create simple or multifaceted surveys.

[Contact Angel](#) for straightforward pricing information.

About Angel

Angel is a leading provider of on-demand, cloud-based call center and [Interactive Voice Response \(IVR\)](#) 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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