



**Angel Named a 2011 Market Leader by
Speech Technology Magazine
Cloud-based IVR & Contact Center Provider Honored As A
Market Leader for its Customer Satisfaction**

Vienna, VA – July 26, 2011 – [Angel](#), a leading provider of enterprise-focused, cloud-based Customer Experience Management solutions, today announced it has been named a [2011 Market Leader](#) by [Speech Technology](#) magazine for the Company's leadership in [IVR](#) and [contact center](#) offerings. Each year, the publication's editors, along with an independent panel of industry analysts and consultants, honor companies with an exceptional ability to deliver quality services in voice technology hosting and design.

The Market Leaders were selected based on a combination of judges' scores, which were based on a five-point scale with a five being the highest rating. Angel surpassed competitors for customer satisfaction in the Professional Services category, receiving a score of 4.7 out of 5 – the number one ranking in this particular category. Additionally, Angel's low costs outpaced the competition and earned the company a 4.0 cost score. The *Speech Technology* judges also recognized Angel for its solid reputation among customers and the Company's ability to provide applications that do not demand complex professional engagements.

"We are thrilled to not only be recognized as a Market Leader by one of the industry's leading publications, but also that we received the number-one ranking in customer satisfaction," said Dave Rennyson, president of Angel. "Cost reduction still remains a top priority for enterprise companies in today's economy and more and more businesses are turning to cloud-based, on-demand services over high-cost hardware solutions to improve their bottom line. Angel's customer experience platform is completely customizable based on our customers' needs and can create an end-to-end solution that empowers them to easily manage all interactions with end-users."

Speech Technology will present the Market Leader Award to Angel at the 2011 [SpeechTEK](#) Show in New York City on August 8-10, 2011.

For more information on Angel's Customer Experience Platform, please visit:
<http://www.angel.com/>

About Angel

Angel is a leading provider of enterprise cloud-based customer experience management solutions, including Caller First focused Interactive Voice Response (IVR) and Contact Center solutions. These solutions enable enterprise organizations to quickly deploy voice, SMS, chat and business intelligence (BI) applications. More than 1,000 customers



worldwide turn to Angel's proprietary customer engagement technology to power customer experience, marketing and sales needs. Angel's solutions are built on an on-demand, 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.

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