



Angel Manages the Caller Registration System for Notify NYC *Angel's IVR System streamlines call registration for city-wide citizen warning system*

McLean, Va. – July 14, 2009 - [Angel](#), a leading provider of on-demand business voice solutions, today announced its participation in the city-wide launch of the Notify NYC program, a citizen warning system that was created to enhance New York City's public communication channels by distributing critical text and voice messages directly via the Web, e-mail and SMS text messages. Angel will manage the Interactive Voice Response (IVR) system to streamline the registration process for those who want to receive notifications from the City and also facilitate internal communications amongst City employees and work groups.

Accessing Notify NYC phone registration is easy. Citizens simply dial 3-1-1 inside of New York City, and request to register for Notify NYC by telephone. Callers then proceed through the IVR registration portal managed by Angel for the Office of Emergency Management. Entering a telephone number and a zip code is all that is required for registrants to receive notifications in case of emergencies. Multiple account management features enable registrants to add, change or remove additional phone numbers, zip codes and notification types.

"We are excited to be a part of such an important program for the City of New York," said Dave Rennyson, President and COO of Angel. "Notify NYC gives people a chance to prepare for emergencies before they actually happen. By using Angel's IVR technology, callers can easily become a part of this program so they can be automatically informed of any critical event."

Backed by expert service and support teams, Angel empowers organizations of all types and sizes to build, deliver and manage customized, world-class IVR and call center solutions that meet the needs of their businesses and customers. In addition to providing caller registration systems, Angel's on-demand voice technology is currently being used by more than 1,600 customers for phone surveys, virtual call centers, lead generation, CRM integration, among many others.

Additional information on the pilot program is available on the Notify NYC website (www.nyc.gov/notifynyc).

About Angel

Angel is a leading provider of on-demand 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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