



## Angel.com Announces Fall '09 Release: Increase Enterprise Business Efficiency and Caller Satisfaction

*Fall 09 Release includes "one click" Caller First <sup>SM</sup>Diagnostics to Enhance IVR Performance*

**McLean, VA, October 13, 2009** -- Angel.com, a leading provider of [on-demand, cloud-based business voice solutions](#), today introduced [Fall '09](#), the most recent update to the company's leading voice technology offering. Fall '09 includes new features designed to enhance application performance, improve flexibility and enable businesses to put the Caller First<sup>SM</sup> with every call, driving increased caller satisfaction and enhanced business efficiency.

Fall '09 includes a number of new features that enables enterprise organizations to better serve their customers in the voice application. **Caller First<sup>SM</sup> Diagnostics**, a built-in one-click tool, makes it easy to discover, track and repair problems within a voice site before callers hear them and potentially experience issues, improving the caller experience and saving employee time. By simply running an automatic report, Angel.com users can find broken links, orphan pages and audio and prompt problems, among others.

Additional functionalities include:

- **Reporting enhancements.** Fall '09 provides access to double the web results displayed on all reports, improves Call Analyzer performance and the ability to view call variables from the Call History Report.
- **More hang-up pages.** Fall '09 includes up to five hang-up pages to enable more available actions after a call completes.
- **Generate random values with Logic Pages.** Easily generate confirmation numbers and randomize application processes.

"IVR and call center technologies should be easy for enterprise customers to manage as well as easy for callers to use," said Don Keane, Vice President of Marketing and Product Strategy of Angel.com. "With Angel.com's Fall '09 release, we've added a number of features, including real-time, one-click diagnostics, to enable businesses to maximize the value of their voice solutions while at the same time create a world-class caller experience."

Contact an Angel.com account executive for pricing information – 888-692-6435.

### **About Angel.com**

Angel.com 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.com's proprietary Voice Site technology to power customer service and marketing functions using intelligent speech recognition that can automate most phone-based interactions. Angel.com'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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