



Angel Announces Latest Release to Enhance Customer's Call Center Experience

Spring Forward makes it easier for businesses to "put the caller first"SM

McLean, VA – May 4, 2009 – Angel, a leading provider of on-demand business voice solutions, today introduced Spring Forward, the most recent version of the company's product offering. Spring Forward includes a number of new features that are designed to "put the caller first"SM or improve the customer's overall call experience by making automated call systems easier to use, and more efficiently solving caller's problems.

"In this tough economy, companies are looking for ways to better connect with their customers and make sure that they are happy so they keep coming back to the business," said Dave Rennyson, President and COO of Angel. "The Angel Spring Forward release offers new features and enhancements that not only offer more personalized support for callers, but also helps our customers maximize the productivity and efficiency of their business."

Spring Forward includes a number of new features for Virtual Call Center customers, including enhanced visibility and access options for agent and supervisors. These new features enable better call handling and management of call center operations, insuring increased service levels to callers.

Additional functionalities include:

- Fully customizable system prompts. Enhance customers' brand and creates a consistent call experience.
- Enhanced voice recognition. Through improved date grammar, enables customers to communicate more effectively and complete transactions within the IVR system.
- VIP or priority caller management. Shortens hold times for priority callers with the ability to set maximum hold time in queue.
- Flexible transfer options. With Spring Forward, Angel makes it easier to transfer to any country in the world.

Contact an Angel account executive for pricing information.

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>.