



Angel Receives 2009 TMC Labs Innovation Award for SupportByFone with Salesforce CTI Solution

McLean, VA – September 8, 2009 – Angel, a leading provider of on-demand, cloud-based business voice solutions, today announced that Technology Marketing Corporation (TMC) and Customer Interaction Solutions magazine named Angel a 2009 TMC Labs Innovation Award winner. Angel was awarded this honor for its SupportByFone with Salesforce CTI. Angel's SupportByFone with Salesforce CTI is a Salesforce.com integration solution that automates phone support functions and provides seamless CTI 'screen-pop' functionality to call center agents.

"We are honored to be recognized as an innovative company with gripping solutions and thank TMC Labs for this highly-respected award," said Dave Rennyson, President and COO, Angel. "SupportByFone with Salesforce CTI takes into account the needs of the callers by offering a new level of automation, efficiency and accuracy, which ultimately enhances the caller's entire experience."

With Salesforce CTI, a caller's information provided by the IVR is presented to the agent prior to the call being routed, saving time for both agent and caller, and increasing the productivity of the call itself. Additionally, callers are directly connected to SupportByFone where they can check the status of a case, open a new case, update a case description or transfer to a live agent.

"We're proud to reward companies who have proven their outstanding accomplishments with a TMC Labs Innovation Award," said Nadji Tehrani, founder and chairman of TMC. "Although many new companies, products, and services in the CRM and contact center industry are introduced each year, this award honors those companies like Angel that make significant contributions in the advancement of this industry."

The TMC Labs Innovation Awards are granted to companies with the most gripping solutions brought to market.

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>.

About TMC

Technology Marketing Corporation (TMC) is a global integrated media company helping our clients build communities in print, in person and online. TMC publishes *Customer Interaction Solutions*, *INTERNET TELEPHONY*, *Unified Communications*, and *NGN* magazines. TMCnet, TMC's Web site, is the leading source of news and articles for the communications and technology industries. TMCnet is read by as many as three million unique visitors each month worldwide, according to Webtrends. TMCnet has ranked within the top 3,000 in Quantcast's Top U.S. sites, placing TMCnet in the nation's top .03% most visited Websites. In addition, TMC produces ITEXPO, 4GWE Conference (in conjunction with Crossfire Media), Digium|Asterisk



World and AstriCon (in conjunction with Digium), and Communications Developer Conference.
For more information about TMC, visit www.tmcnet.com.

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