



Angel Launches Voice Updates for Salesforce Chatter Service

Voice for Chatter Solution Empowers Voice Collaboration through Chatter

Vienna, VA – September 19, 2011 – [Angel](#), a leading provider of enterprise-focused, cloud-based Customer Experience Management solutions, today announced Voice for Chatter, a free application that brings Angel's [interactive voice response](#) (IVR) technology to Salesforce Chatter.

Voice for Chatter is designed for users on the go, giving business users of Salesforce.com flexible access to data using Angel's proprietary voice technology. With this solution, employees can now update their Chatter feeds remotely via phone to post both a voice recording and an instant text-based transcription of their voice update. Voice for Chatter enables users to interact with their Chatter feeds through a simple phone call, providing hands-free access anytime, anywhere.

"Salesforce Chatter is a groundbreaking technology that addresses key collaboration challenges for businesses today. This new social enterprise network, like consumer-facing social media, hinges on the user experience," said Dave Rennyson, President of Angel. "Our goal is to make Chatter even more flexible and efficient by providing voice capabilities—and with Voice for Chatter, we've harnessed the power of the human voice to drive effective collaboration, and deepen relationships in a way that black-and-white words never can."

Getting started is easy; users need only to install Voice for Chatter from the AppExchange, register their caller ID and call a toll-free number to record a status update. The update is placed in the user's Chatter feed within seconds, and can be transcribed into English or Spanish.

Voice for Chatter is the newest of a suite of Angel applications for Salesforce users. Additional services include: [Angel Contact Center on the Force.com platform](#), [LeadbyFone](#), [SurveybyFone](#), and [SupportbyFone](#).

For more information on Angel's voice solutions for salesforce, please visit: <http://www.angel.com/products/modules/salesforce>.

About Angel

Angel is a leading provider of enterprise cloud-based customer experience management (CEM) 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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