



PRESS RELEASE

Oreka TR Named 2007 Product of the Year

Unified Communications recognizes OrecX for outstanding innovation

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Chicago—Oreka TR, OrecX LLC's open source VoIP voice recording solution, has been named a 2007 Product of the Year by Unified Communications magazine. The award is the second won by OrecX this month in recognition of its leadership in developing high quality, low-cost VoIP products that are easy to use.

By leveraging the power of open source coding, Oreka TR delivers end users a voice recording platform that continually evolves to meet their business needs at a significantly lower cost than proprietary voice recorders and requires less maintenance. Since November 2007, 15,000 users have downloaded OrecX's open source code, bringing the total number of downloads to more than 27,000.

"During the past year businesses have come to recognize the quality, ease-of-use, and value that Oreka TR brings to the call center, which is why so many users are downloading our open source code," Bruno Haas, co-founder and chief technical officer for OrecX. "This award reaffirms the confidence users have in Oreka TR to meet their voice recording needs."

Oreka TR is an operating system and database agnostic application that records, stores, and retrieves call center interactions using a Web browser interface. Oreka TR integrates into any existing CRM system and the web service API can be used with any programming language without the need for a special compiler or environment. Users simply request URLs and parsing XML in return. The open source plug-in architecture allows businesses to add their own processing modules. Search capabilities provide accurate, real-time categorization and retrieval of recordings by time or date of call, inbound or outbound phone number, recording duration, and other customer requirements without having to install additional software.

"OrecX has proven they are committed to quality and excellence while addressing real needs in the marketplace, which is why Unified Communications is pleased to name Oreka TR a 2007 Product of the Year," says Rich Tehrani, Editor-in-Chief of Unified Communications. "We look forward to more innovative solutions from OrecX."

Over 80 companies use OrecX applications globally which translates to 4,500 recorded phone lines. OrecX's application suite includes Oreka QM, which empowers contact center agents, managers, and executives with actionable, targeted information to drive



real-time, multi-level performance improvements. Performance metrics can be gathered across multiple telephony systems and archived to chart productivity trends for individual agents or groups of agents.

“Open source solutions that require little or no capital investment, reduce operating costs, add flexibility, and deliver innovative features are driving VoIP development and the development of technology in general,” says Bruce Kaskey co-founder of OrecX.

“Businesses want technology partners that can deliver on the promise of providing low cost, easy-to-install, and easy-to-use VoIP solutions that help them increase productivity, grow their revenues, and speed their ROI.”

For more information about Oreka TR and Oreka QM, please visit www.OrecX.com.

About OrecX

Based in Chicago, OrecX provides open source VoIP recording solutions at a fraction of the cost of proprietary recording applications that run \$1,000-\$4,000 per user. OrecX is the primary developer and sponsor of the Oreka open source call recording project hosted on sourceforge.net www.oreka.org. More than 27,000 users have downloaded the open source version of Oreka.

About Unified Communications

Launched in 2007, Unified Communications magazine is devoted to educating enterprise decision makers on why and how they need to deploy unified communications solutions. For more information please visit www.uc-mag.com.

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