



## Press Release

### OrecX Supports BroadSoft Platform for VoIP Call Recording

October 17, 2007

**Phoenix**—OrecX, a leading provider of VoIP voice recording, has announced support for BroadSoft Inc.'s Broadworks Service platform. OrecX's support of the BroadSoft platform enables BroadSoft users to deploy robust, voice recording applications faster and at a significantly lower cost than proprietary voice recorders. The announcement was made at BroadSoft's 5<sup>th</sup> annual executive user conference Oct. 14<sup>th</sup>--17<sup>th</sup> in Phoenix.

The OrecX suite of applications delivers flexible user interfaces allowing for the creation of comprehensive voice recording environments that include live monitoring capability, manual start and stop, and codec support.

"OrecX's reliability and functionality in delivering a call center grade recording application is a major benefit to BroadSoft customers," says Bruno Haas, co-founder and chief technical officer for OrecX, a sponsor of the BroadSoft user conference. "With Oreka TR and Oreka QM, OrecX is able to provide an intuitive and powerful VoIP recording solution to BroadSoft's customer base."

New York-based Eagle ACD, a global provider of hosted call center solutions based on the BroadSoft platform, is one of the first BroadSoft customers to integrate Oreka TR and Oreka QM into its core product and service offerings.

In 2006, 29% of the \$15.8 billion in worldwide VoIP service revenue was generated by business customers according to Infonetics Research. The percentage of VoIP service revenue generated by business users is expected to grow steadily through 2010.

"Call centers are increasing their demand for VoIP-based recording applications," says Bruce Kaskey co-founder and chief marketing officer for OrecX. "Eagle ACD recognizes the value, flexibility and ease of use that Oreka TR and Oreka QM deliver in meeting the voice recording needs for their clients."

A hardware, operating system and database agnostic application, Oreka TR records, stores, and retrieves call center interactions through a Web-based browser interface. Oreka TR's 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.

Oreka QM empowers contact center agents, managers, and executives with actionable, targeted information to drive real-time, multi-level performance improvements. It also enables call center managers to align their workforce with corporate and operational goals. A powerful contact center monitoring software solution, Oreka QM collects and consolidates real-time and historical performance information from multiple telephony and business systems, and delivers key performance indicators in a timely and relevant manner for each user.

Both Oreka TR and Oreka QM allow call center managers to record VoIP SIP sessions by passively listening to network packets. Both sides of a conversation are mixed together and each call is logged as a separate audio file.

The retrieval and categorization capabilities of Oreka TR and Oreka QM ensure call centers managers can locate call records using multiple criteria and not lose recordings within their recording database. Installation can be completed in three hours, reducing call center down time and both applications are available on a free 10-day trial basis.



"Customers have embraced Oreka applications because of their ease of deployment and use, the non restrictive nature of deploying a commercial open source application, and the competitive and flexible pricing model that aligns itself with customer operating models," says Kaskey. "OrecX applications enhance the backbone of the VoIP infrastructure."

For more information about Oreka TR and Oreka QM, please visit [www.OrecX.com](http://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](http://www.oreka.org). Over 12,000 users have downloaded the open source version of Oreka.

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