



Press Release

OrecX Receives 2009 Product of the Year Award Presented by Customer Interaction Solutions® Magazine

Oreka TR Honored for Exceptional Innovation

January 25th, 2010

Chicago, Illinois - *OrecX* announced today that *Oreka TR* has received a 2009 Product of the Year Award from **Technology Marketing Corporation's** (TMC®) *Customer Interaction Solutions* magazine, the leading publication covering CRM, call centers and teleservices since 1982.

By leveraging the power of open source coding, the OrecX suite of applications deliver end users a **voice recording platform** that is easy to install and maintain, and that continually evolves to meet the needs of open source and call-center users at a significantly lower cost than proprietary voice recorders.

"OrecX is focused on delivering solutions that enhance choice, increase flexibility, and lower costs for companies seeking to improve customer interactions through voice recording, screen capture and quality monitoring," says Bruce Kaskey, co-founder for OrecX.

OrecX's support of a wide range of voice over Internet protocols such as SIP, MGCP and H.323, make it possible for businesses to quickly and easily integrate voice recording into VoIP-based phone systems or migrate existing phone systems to OrecX's VoIP recording platform, according to Craig McCue, vice president of marketing and sales for OrecX.

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

"I am pleased to honor **OrecX** for its hard work and success. **Oreka TR** has demonstrated excellence in contact center technologies as well as providing ROI for the companies that use them," said **Rich Tehrani**, CEO, TMC. "For 12 years, *Customer Interaction Solutions* magazine has been honoring innovative companies for their contributions in advancing technologies and application refinements," he added.

The 12th Annual Product of the Year Awards winners will be featured in the January 2010 issue of *Customer Interaction Solutions* magazine, www.cismag.com.

For more information about the *Customer Interaction Solutions'* 2009 Product of the Year Awards or any of the TMC media properties, please visit www.tmcnet.com.

About OrecX

Chicago based OrecX (www.orecx.com) provides commercial open source call center grade recording solutions at a fraction of the cost of proprietary recording applications. Recognized as an industry innovator, OrecX has received accolades from Linux World, Unified Communications and VON Magazine, to name a few. Additionally, OrecX is the primary developer and sponsor of Oreka, the open source call recording project hosted on sourceforge.net (www.oreka.org). With more than 45,000 instances of downloads, Oreka GPL is the world leader in open source call recording software.

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