



NEWS RELEASE

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TelStrat® Selected for Membership in Avaya DevConnect Program

Network of companies creates innovative, IP-enabled Intelligent Communications applications that extend the value of multivendor networks

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Plano, TX – TelStrat, a global supplier of comprehensive contact center solutions, business call recording products and leading-edge access network systems, today announced it has been selected by Avaya Inc., a leading global provider of business communications applications, systems and services, for membership in the Avaya DevConnect program.

TelStrat is the developer of the Engage Contact Center Suite™, an application family that combines TelStrat's award-winning call recording technology with an array of best practice product technologies from across the contact center industry, yielding an integrated, single-source, total contact center solution. The modular, component-based product line is designed so each element augments and enhances the next, meaning an organization can start with call recording and add capabilities as their growth and needs dictate. Engage blends full-featured voice and screen recording; intuitive agent performance evaluation, tracking and coaching; powerful agent scripting and call automation; and sophisticated workforce forecasting and scheduling. As a result, virtually any size organization can capture complete customer interaction, maximize agent performance, and streamline workforce management using an affordable, easy-to-implement solution.

The Avaya DevConnect program promotes the development, compliance-testing and co-marketing of innovative third-party products that are compatible with standards-based Avaya solutions. Member organizations have expertise in a broad range of technologies – including IP telephony, contact centers and mobility applications – helping companies extend the value of

multivendor networks and transform voice into an intelligent business application that delivers true value to the bottom line.

“Membership in Avaya’s developer community will help us build our business by serving customers more efficiently and effectively,” said Kevin Smith, President of TelStrat. “Building on Avaya resources and working more closely with the company to deliver compliance-tested solutions to the market, we are able to bring Avaya customers sophisticated capabilities that integrate flawlessly, deploy easily, and offer them maximum value for their money.”

The Avaya DevConnect program currently includes thousands of software and hardware developer companies, integrators, service providers and customers. Members have created a broad array of innovative solutions tested for Avaya compliance, including natural language speech recognition applications, wireless services, specialized computer telephony integration and reporting capabilities, and applications tailored for specific vertical industries.

Through the DevConnect program, Avaya provides a number of tools and capabilities to member companies. One example is Application Enablement Services (AES)—a set of application programming interfaces, protocols and Web services that makes it easier for developers to create Avaya-compatible networks, devices and applications.

“With the involvement of companies like TelStrat, our Avaya developer community has become a catalyst for rapid innovation — creating multivendor applications that help enterprises around the world unleash powerful new possibilities for operating more efficiently and effectively,” said Eric Rossman, vice president, developer relations and technical alliances, Avaya. “We help businesses embed secure, reliable Intelligent Communications into the very fabric of their organization so employees and customers have ready access to information regardless of where they are and how they prefer to communicate.”

As a member of the DevConnect program, companies have access to a wide range of support from Avaya, including technical resources and training. There are three levels of membership – Registered, Gold and Platinum – each entailing progressive levels of marketing and sales involvement. Free Registered membership is available to anyone interested in designing Avaya-compatible solutions. Gold-level members and Platinum members must meet rigorous Avaya criteria for customer satisfaction, product support, business operations, marketing and sales. TelStrat is a Gold member of the Avaya DevConnect program.

Membership information and a listing of solutions developed and tested under the DevConnect program are available at www.avaya.com/devconnect.

About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve marketplace advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500[®], use Avaya solutions for IP Telephony, Unified Communications, Contact Centers and Communications-Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site: <http://www.avaya.com>.

About TelStrat

Headquartered in Plano, Texas, TelStrat[®] develops comprehensive contact center solutions, business call recording products, leading-edge access network systems, and a number of OEM products for major telecommunications equipment suppliers. TelStrat's Engage Contact Center Suite features award-winning technology that makes capturing customer interaction, maximizing agent performance, and streamlining workforce management affordable for virtually any size organization. The modular, component-based product line provides an integrated, total solution for optimizing contact center operations.

Additionally, the company's innovative PUMA product line unifies the management of access network elements. Its hardware/software platform allows real-time access, information, and control of virtually every Ethernet/IP or legacy serial device, whether local or at the most remote wireline or wireless deployment.

Founded in 1993, TelStrat has consistently maintained an unsurpassed commitment to customers and their business needs. For more information, visit <http://www.telstrat.com>.

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