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Engage™ Suite Optimized for Avaya Compatibility *TelStrat introduces total contact center solution for Avaya users*

Plano, Texas – September 16, 2008 – TelStrat®, a global supplier of enterprise and carrier-class access telecommunications products, today announced an Avaya compatible version of its Engage Contact Center Suite. Initially targeting Avaya Communication Manager systems, TelStrat's Engage Suite blends voice recording and screen capture; agent performance evaluation, tracking and coaching; call scripting and automation; and workforce management with forecasting and scheduling into a comprehensive contact center solution for Avaya users.

The Avaya compatible product is being initially announced at today's opening of Call Centre Expo in Birmingham NEC, UK. TelStrat's U.S. introduction to Avaya's sales force and independent sales channels will take place at the 2009 Avaya Global Sales Kickoff and Partner Conference from October 5-8, 2008, just outside Washington, D.C. in National Harbor, MD.

With award-winning technology proven in everything from large call centers to small companies, at over 1500 installations worldwide, Engage addresses each major aspect of contact center operation. It combines best-practice technologies from across the industry and features six components--Engage Record, Engage Capture, Engage Score, Engage Coach, Engage Assist and Engage Manage.

A key component of the suite, Engage Record, offers Avaya customers the ability to record phone conversations on any analog, digital, voice over internet protocol (VoIP) or mobile phones with full integration with Avaya's Single Step Conference recording technology. Engage Record features automatic or on-demand call recording with exclusive Conversation Save™ technology.

Engage Capture synchronizes call recording with complete screen capture and playback. Engage Score evaluates agent performance with weighted scoring and reporting. Engage Coach manages agent performance and evaluation while providing an e-learning environment. Engage Assist automates calls and agent scripts to enhance agent productivity. Engage Manage equips managers with a multi-site workforce management tool to forecast, schedule and plan staffing needs. The suite's modular approach lets users start with recording and integrate the capabilities in other Engage components as their organization's growth and requirements demand.

"We look forward to showcasing our unique feature set and capabilities to the Avaya community," said Kevin Smith, President of TelStrat. "Our solution fits any size



organization and brings Avaya customers sophisticated capabilities that integrate flawlessly, deploy easily and offer them maximum value for their money.”

With TelStrat’s Engage Contact Center Suite, virtually any size organization can capture complete customer interaction, maximize agent performance and streamline workforce management using an affordable, easy-to-implement solution.

TelStrat is a gold member of Avaya’s DevConnect program. The Avaya DevConnect program includes thousands of software and hardware developer companies, integrators, service providers and customers. Gold members must meet rigorous Avaya criteria for customer satisfaction, product support, business operations, marketing and sales.

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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>