

**FOR IMMEDIATE RELEASE**



**CO-NEXUS, INC. ANNOUNCES –  
SUPPORT FOR MITEL SECURE RECORDING CONNECTOR**

*Houston, Texas – October 1, 2008:* Co-nexus, Inc. today announced that the Co-nexus CXM Recording and Quality Monitoring software suite now offers integration to Mitel's Secure Recording Connector (SRC).

The Mitel Secure Recording Connector® (SRC) is a software solution that facilitates the recording of Mitel encrypted voice streams by third-party call recording equipment. This SCR application becomes necessary when attempting to record remote agents on a Mitel 3300 ICP. Typically, these remote agents are connected to the Mitel 3300 via the Mitel Teleworker Server. The Teleworker application creates a secure and encrypted connection between the remote agents' Teleworker phone and the Mitel Teleworker Server. Since the Teleworker VoIP stream is encrypted, recording is prevented.

The Mitel Secure Recording Connector provides an avenue to record the remote agents' encrypted VoIP conversation without compromising security. With the addition of the Secure Recording Connector the Co-nexus CXM Recording solution can now record Mitel Teleworkers via IP. In the past, CXM was limited to recording Teleworkers via a TDM based trunk side recording solution. IP recording via the Secure Recording Connector requires that the Mitel 3300 ICP be equipped with the Secure Recording Connector server and the appropriate SRC licensing.

Co-nexus, Inc., headquartered in Houston, Texas is one of the nation's leading providers of call logging and quality monitoring solutions for contact centers. The CXM Recording and Quality Monitoring solution includes modules for phone recording, multi media recording, agent performance evaluation and coaching and customer satisfaction surveys. Co-nexus is a member of the Mitel MiSN program.

For more information about CXM technology visit [www.4cxm.com](http://www.4cxm.com).

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