



**Contact:**

Jackie Funk

Aptela

T: 703.386.1500 ext. 9206

E: jfunk@aptela.com

## **Aptela Launches New Department Dashboard**

### ***Company's Latest Release Offers Greater Ability to Manage Communications for Virtual Departments and Remote Workers***

**Herndon, Va., August 10, 2010** — Aptela, a leading provider of business-class phone services to small businesses, teleworkers and mobile workers nationwide, today announced the availability of a new Department Dashboard with the issuance of its Aptela v5.2 release. This announcement comes on the heels of the company's recent launch of Aptela v5 calling platform, which was architected to give its customers the tools required to intuitively manage their business communications.

The Aptela Department Dashboard was *created for and designed by* department managers, allowing customers to manage their departments or work groups like never before. The Department Dashboard uniquely supports virtual departments with at-a-glance visibility, real-time activity monitoring and one-click resource allocation. Regardless of work location, supervisors will be able to monitor daily operations and adjust resources on the fly.

"The Telework Coalition (TelCoa), America's leading nonprofit telework education and advocacy organization, has relied upon Aptela's services for over eight years. We appreciate the reliability, flexibility of Aptela's call handling, web based call information, ease of use and now, department management," said Chuck Wilsker, President and CEO of TelCoa. "Aptela continues to lead the way in its support of teleworking and remote worker management. The new Department Dashboard, coupled with the Aptela Anywhere Apps suite, makes it easier than ever to stay connected regardless of one's physical location."

Aptela's Department Dashboard puts managers in control of department management – from initial setup to day-to-day operations. With Aptela's Department Dashboard, small businesses can:

- **Reduce Telecommunications and Management Expense** – Aptela's solution offers simple, yet highly functional, department management capabilities. Aptela's Department Management solution can help small businesses achieve significant savings over more complicated – and costly – call center solutions.
- **Support Telecommuting and Teleworking** – Aptela's friendly Department Dashboard uniquely supports virtual departments with flexible staffing features. Regardless of the physical location of employees, managers can monitor their workers and drive overall productivity.



New v5.2 Department Dashboard features include:

- **Real-Time Visibility of Department Activity** – Provides the ability to proactively monitor call activity from the dashboard, which provides an at-a-glance view of calls for the current calendar day and includes a useful metric summary (total calls, answered calls, missed calls and average length).
- **Ability to Monitor, Whisper and/or Barge Into Active Calls** – Offers managers the ability to monitor department calls for quality purposes, “whisper” into an agent’s ear for in-call training and/or barge into an active call for an impromptu three-way conference call.
- **Real-time Staffing Allocation** – Enables managers to quickly and easily adjust to call volume fluctuations. With one-click, enable department members to take calls. Managers can disable them just as easily.
- **Department Line Presence** – Allows the department manager to see who is available to receive a call vs. who is currently on a call.

“This release was designed specifically to improve collaboration and communication for small businesses with remote employees and teleworkers,” said Ann Santorios, Vice President of Product and Business Development for Aptela. “With real-time activity monitoring, one-click resource management and quality monitoring tools, small businesses now have the tools they need to improve productivity and ensure their teams are responsive to their customers and prospects – whether employees are sitting side-by-side or working remotely.”

The Department Dashboard is the latest addition to Aptela’s innovative v5 calling platform, which the company launched earlier this year. For more information about Aptela and its business-class phone service, please visit [www.aptela.com/aptela5](http://www.aptela.com/aptela5).

### **About Aptela**

Aptela is a leading provider of business-class phone service, answering the communication and collaboration needs of small businesses and mobile workers nationwide who seek a robust and easy-to-use solution. Aptela's v5 calling platform is extensible by design and easily integrated into the workflow of today's entrepreneurs and increasingly mobile workforce. Unlike traditional telephony that is tied to a physical location, Aptela's service is delivered from the cloud and its features can be accessed – anywhere, anytime – through the Internet, traditional wire-line or mobile networks. Aptela was recently recognized as a 2009 Deloitte Technology Fast 500 company with a #78 ranking overall and a #15 ranking amongst telecommunications/network providers. Aptela is headquartered in Herndon, Virginia. For more information, visit [www.aptela.com](http://www.aptela.com) or call us at 800.994.4496. Follow us at [www.twitter.com/aptela](http://www.twitter.com/aptela).