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## command alkon press release

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### ***New feature in COMMANDseries streamlines order entry process***

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**Birmingham, AL – January 22, 2009:** Command Alkon, a global leader in integrated solutions for the construction materials industry, is pleased to announce its new Auto *Caller ID* feature for its COMMANDseries line of products. The Auto Caller ID (ACI) feature streamlines the order entry process for dispatchers. When an incoming call is received to the dispatcher, COMMANDseries with ACI pops-up a display on the dispatcher's monitor. The dispatcher can then choose to ignore the prompt or click directly on it to display COMMANDseries. If the call is from a telephone number that is already in a customer file in the COMMANDseries database, the caller's name and order history will automatically be displayed before the dispatcher even picks up the phone. When the telephone number of the caller is not in the system, a Contacts screen automatically displays with the incoming phone number already populated in the appropriate field.

Other features include:

- Automatic customer lookup for customers whose telephone number are already entered in COMMANDseries.
- Expanded order history information displays for the customer on an updated Order Prefix screen if the customer is already associated with a Customer Code.
- Easily open a new Order Entry screen for the displayed contact with the click of a button.
- Automatic display of new Contacts Screen for easy data entry, in the event the callers telephone number is not recognized by the system.
- New ways to manually search for a contact within COMMANDseries: by phone number and by name.
- Easy integration with the VoiceGate call-processing technology.

This new feature for COMMANDseries customers was developed in conjunction with VoiceGate. Since 1980 VoiceGate has been an innovative leader and pioneer in the voice processing, call logging, and instant wireless messaging industry. VoiceGate delivers the best price performance computer telephony solutions available in the international marketplace. For more information on VoiceGate please visit their web site at [www.voicegate.com](http://www.voicegate.com).

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Command Alkon Incorporated develops, markets and supports software and hardware products for the construction materials industry including ready-mixed concrete, aggregate, and asphalt producers.

Command Alkon is a Birmingham, Alabama based company with offices in Columbus, Ohio, Kansas City, Kansas, the UK, Netherlands, Colombia, India and Australia. Command Alkon has been a long-term, financially stable provider to the construction materials industry for over 30 years.

Command Alkon offers 24-hour customer service seven days a week. You may reach a Command Alkon representative through its web site at [www.commandalkon.com](http://www.commandalkon.com), or call toll free from the U.S. or Canada at 1-800-624-1872. If outside of the U.S. or Canada, please call +1-205-879-3282.