



## **Media Release**

Contact:  
Micro Key Solutions  
Phone: 407.870.0040  
Fax: 407.870.9271  
E-mail: [info@microkey.com](mailto:info@microkey.com)

June 15, 2011

FOR IMMEDIATE RELEASE

### **Micro Key Solutions Adds More Software Features For Contract Central Stations and Alarm Dealers**

**Kissimmee, Florida USA**— Micro Key Solutions, a leading provider of world-class software solutions for the security alarm industry, is partnering with Communication Services Solutions (CSS) to add even more data and voice functionality to its Millennium Series™ Monitoring and Management software. These telephony enhancements are designed to enable contract central stations to offer additional benefits for their alarm dealers.

At the heart of this collaboration is Caller ID Injection providing two major benefits for contract central stations, their alarm dealers and customers. This feature enables contract central stations to make outbound calls with the name and phone number of the customer's alarm dealer appearing in the caller ID on the customer's phone. Also, when a customer calls into a contract central station, Millennium can now recognize whether or not the call is associated with an alarm dealer using a third party central station service. In this case, the alarm dealer's name is passed to the central station operator, enabling them to answer the call using the dealer's name. Both functions of Caller ID Injection assist in alleviating any possible confusion on the part of the customer and are a benefit for

all the contract central station's alarm dealers.

“Caller ID Injection enables contract central stations to seamlessly partner with their alarm dealers by injecting the dealer's name and phone number on the outbound calls made from the central station to an alarm dealer's customer. It is an additional feature enabling contract central stations to attract more dealers,” said Victoria Ferro, business development manager for Micro Key. “In addition, our software can now match account data to a call automatically, instantly sending dealers and central station operators all the information necessary to immediately take action.”

For over 26 years, Micro Key's software solutions have helped large central stations **manage** their back office operations and **control** their businesses, enabling them to **succeed** in maximizing their potential. Its team of experts and friendly support professionals is unmatched and has helped make its fully integrated Millennium Series Modules the best choice for central stations and alarm dealers. Take a tour of [www.microkey.com](http://www.microkey.com) to see how they provide faster response times and greater efficiency, helping security businesses generate more profits than ever before!

###