



-FOR IMMEDIATE RELEASE-

CXT Expands Online Customer Support Capabilities

Phoenix, AZ, April 16, 2009. CXT Software, a leader in providing automation technology to same-day delivery and distribution businesses, announces today that it has expanded its online customer support capabilities to include web-based support ticket submission and review, knowledgebase access, and online chat.

Following on the heels of adding a new team member, the CXT Software technical support team has implemented an industry-leading help desk software suite to better serve its customers' support needs. This help desk solution includes a robust web presence that centralizes support resources into a single online channel. It also includes an online knowledgebase enabling users to supplement standard support channels and user manuals with simple and targeted self-help FAQs to find answers to common questions. In addition, a new instant online chat feature will allow the support staff to quickly answer short questions posed by customers logged into the site.

"These new online support capabilities position CXT Software to provide even faster response to customer support requests," noted Tom Herman, CXT Software's Technical Support Manager. "The software will increase my team's efficiency which in turn will reduce turnaround times," he added.

"CXT Software is committed to serving the delivery industry not only with the best software and technology but also with the best customer service. I believe we are achieving this by hiring the best service professionals and deploying the best tools for both our team and our customers. Our new help desk solution is another step in that direction," stated Derek Figg, CXT Software's Vice President of Operations.

The new technical support website is available immediately for all CXT Software customers at www.cxtsoftware.com/support.html.

About CXT Software:

CXT Software is a leading-edge provider of software solutions for the on-demand, distribution and scheduled route delivery industries within the US. The company is dedicated to providing businesses with the tools necessary to thrive and compete in an ever-evolving marketplace. CXT Software is an Arizona company with headquarters in Phoenix. For more information on CXT Software, visit www.cxtsoftware.com.

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