

## DATASHEET

## Predictive Outbound Dialing& Inbound Blending

- ✓ Line Ratio: 5 lines on average
- ✓ 450 Calls / Per Hour / Per Agent
- ✓ Average Contacts / Per Hour: 50-55 depending on script
- ✓ Voice and Switching Cards for optimal Call Detection
- ✓ Back end Microsoft SQL Database
- ✓ Connects agents to live people
- ✓ Manages station queues and allowing pausing of stations
- ✓ Automatic starting and stopping of the lines
- ✓ Real Time Display status of agent connections lines
- ✓ Uses Dialogic's HMP technology to screen out answering machines, busy signals, disconnected numbers, faxes/modems, etc..
- ✓ Dials multiple campaigns and projects
- ✓ Time Zone sensitive dialing
- ✓ Transfer / conference call capabilities
- ✓ Remote Agents

## Manager Productivity

### Scripting Module

- ✓ Add & edit scripts using any word processor
- ✓ Multiple Scripting Capability
- ✓ Hyper-Scripting for rebuttals, with key word lookups

## Import / Export List

- ✓ Import leads from any database DBASE, Fox Pro, DBF, ASCII
- ✓ Import leads from .CSV or .txt files while dialing other campaigns
- ✓ Purge "do not call list"
- ✓ Remove duplicate records

## Real-time Statistic Module:

- ✓ Display System wide daily statistics
- ✓ Display Agent Sales performance
- ✓ Daily Agent Call results

## Reporting Module

- ✓ Real time reports
- ✓ Agent productivity reports
- ✓ Total Sales reports
- ✓ Customizable reports using 3rd part report writers

## Call Campaign Configurations:

- ✓ Set agent to line ratios per campaigns
- ✓ Set call progressing for each campaign
- ✓ Define call list and script
- ✓ Adjustable pacing algorithms for calling
- ✓ Monitor Voice conversations as well as Coach agents thru "silent whisper"

## Agent Productivity:

- ✓ Multiple Dialing Modes Predictive, Preview and Time Managed Dialing
- ✓ Agent Specific Call back
- ✓ Multiple disposition call status
- ✓ Match Skill Level agent to target calling list
- ✓ Customized agent screens
- ✓ Call conferencing and transfer capabilities
- ✓ Appointment Scheduling System
- ✓ Web based Client applications such as email
- ✓ Record On Demand

## Effective List and Contact Management:

- ✓ Dynamic List Creation
- ✓ Import Lead Data Wizard with different import templates basic and advanced
- ✓ Recycle Lists on the fly
- ✓ Advanced Query search on several different criteria
- ✓ Easily View Campaign records
- ✓ Dynamic List and Sub-list Segmentation
- ✓ Built in Appointment Scheduling System

## Regulatory Compliance

- ✓ FTC Do Not List Checking (customer must upload their DNC lists provided with SANS numbers)
- ✓ Time Zone Sensitive Dialing
- ✓ 3% Drop Rate (customer must set line to agent ratio to accommodate )
- ✓ Drop Rate Reporting
- ✓ 3 Second rule compliance
- ✓ Leave a message on dropped calls customer option

## Hosted Dialing Platforms

- ✓ Hosted Platform using XO VOIP with 100 MEG pipe and a OC192
- ✓ Secure and reliable Level 5 Data Center
- ✓ Fail over capabilities