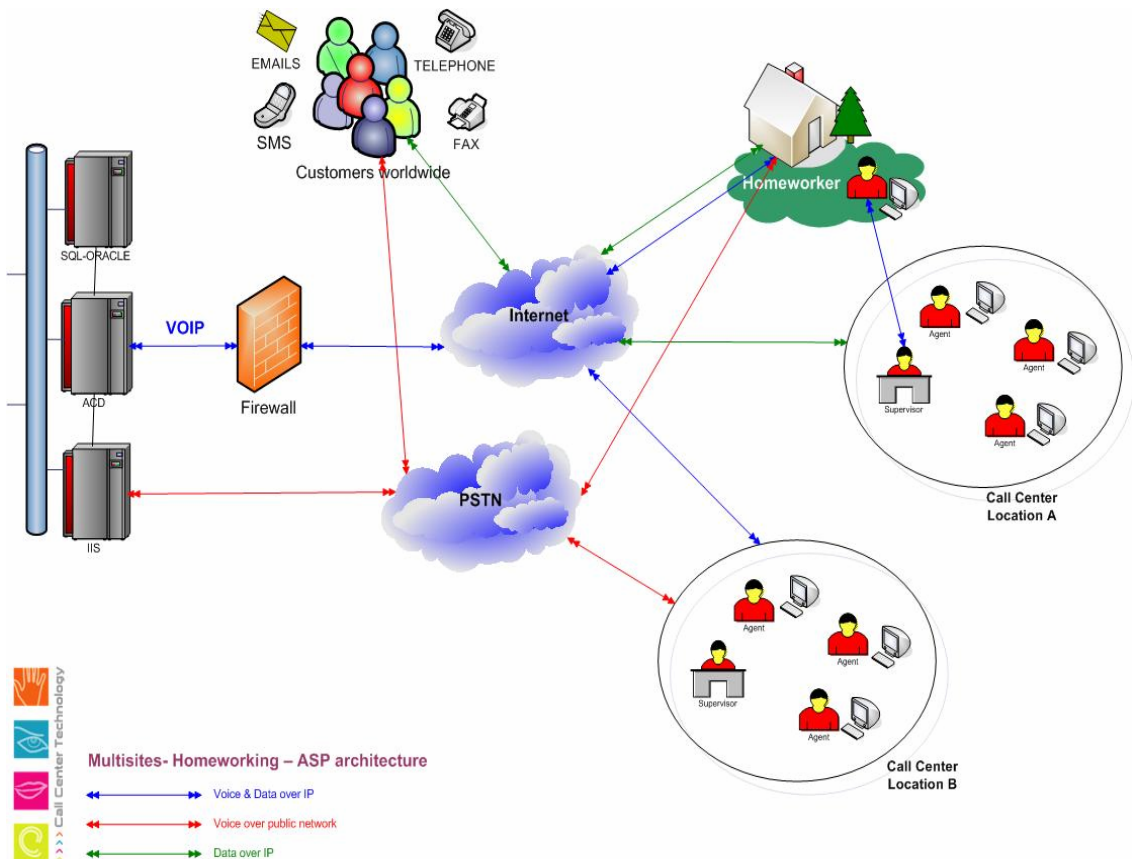


dialtek Call Center Solutions

DialTek is a CLEC, web portal and inbound/outbound call center. This unique combination of capabilities provides our customers with the most robust call center programs and applications while offering the highest benefit to cost ratio in the industry.

DialTek provides a thin client web based application, providing all contact center functions through a standard web browser: inbound, outbound, scripting, e-mail, SMS, supervision and management. Hosted thin client applications are essential to companies, allowing them to minimize implementation time and reduce the necessary resources needed to develop applications. The infrastructure needs to be accessible and simple. The DialTek solution is installed on standard redundant servers and hosted in Telco hardened bunkers. With access from a standard internet browser, there is no requirement to install a local application on any workstation. If you are looking for a thin client call center solution for your remote or home agents or to replace complex legacy third party applications, DialTek is designed to provide all your contact center needs.

As a CLEC, partnered with Verizon, Dialtek facilities are on the internet backbone known as the UUNet. The UUNET minimizes hops, routers/switches and provides the quickest, high capacity path for all IP based services; Verizon provides all PSTN origination and termination.



The Thin Client for Multi-site and Home Agents

DialTek applications can be accessed by users from anywhere in the world, on any computer connected to the internet, with the required security. This functionality is very useful to companies who wish to decentralize their operations, employing resources from their homes or at remote contact centers. DialTek allows you to deploy a single unique solution for all your locations, orienting your calls to particular skill sets to the proper locations in order to provide superior service. Centralized administration, also accessible over the web, offers the ability to manage your campaigns and human resources remotely, giving you the flexibility to successfully manage your operations.

Centralized Administration

The administrator interface is designed to simplify and centralize your administration needs; regardless of your location you can securely administer your contact center and perform all necessary changes in real-time: modify your overflow solutions, make changes to an IVR, adjust your predictive campaign settings, manage your human resources or change your files. This feature rich functionality allows you to create and manage all your multi-media campaigns and resources in minutes.

Scripter

The available scripter tool(s) allow you to create your front-end application with ease, and allows you to test prior to creating live programs. A wide range of objects are at your disposal; data entry fields, dispositions, drop down menus, calendar, selection button, and more. These objects can be connected to your company's database to extend the scripting and capabilities. The agent interface can be defined and adjusted based on your particular needs, these include: script, toolbar, status of the queues, personalized statistics; each agent has their own personal environment.

Supervision and Reporting

Real-time supervision, monitoring and reporting; all supervision tools are accessible via a secure web connection allowing the supervisor to be "anywhere". Each supervisor can define their own interface, graphs, and alerts. With real-time reporting and statistical tools, supervisors can listen to agents and view the agents' screens directly from their workstation; this feature allows the supervisor to control the quality of the call, the information presented, and maximize the agent talk time. DialTek provides a unified supervisor web browser interface; this application can also be broadcasted directly to external monitors (NOC). The interface can be customized to display any pertinent information you wish to display: Number of calls treated, calls in queue, max queue times, total sales, agent performance, etc..

The web reporting module offers all the required reports and statistics to review and benchmark your operations. These capabilities include; generate reports based on time period, traffic, production results, agent statistics, call handling reports, agent distribution reports. These full-featured reports can be generated and saved under the following formats; Excel, PDF, Word and more.

Measuring Contact Quality and Recordings

This revolutionary and exclusive functionality allows you to statistically follow and view the quality of your contacts, your sales and your appointments based on talk time. DialTek provides a real-time calculation based on the history of every campaign, average talk time in disposition with the status of the call. In the event where your contact rate doesn't match your criteria you will be alerted by the system, you can then listen to your calls and make the appropriate changes for optimal talk time. You can also record your calls based on your specific needs; by campaign, by final disposition or record part of the call; the agent, the client or both. The recorded audio files can easily be accessed and reviewed using a built-in listening tool.

Intelligent Skills Based Routing

Call centers handle a wide variety of calls, it's nearly impossible to provide the agents training for every scenario, especially if the calls are related to technical skills requiring specialized training. Human resource management tools allow you to assign a skill profile for each of the campaigns and agents. An intelligent IVR can also be used to redirect calls to specific skill sets. The skill level defines the call priority and the queue time, the ACD will then distribute each call to the agent with the highest skill set, a delay between skill sets can be defined in order for the call to be handled by a secondary skill level, in the event that the primary skill set profile is not available.

Automatic Call Distribution (ACD)

Customer service, publicity campaigns, helpdesk; regardless of your industry, DialTek allows you to treat your calls by optimizing response times. The ability to answer calls immediately by playing a personalized greeting and bypassing ring tones allows you to take control of the call as soon as it arrives. Queue management provides features to enhance the call experience: prompt your callers with an estimated queue time, personalized campaign messages while they wait; all considerably reducing abandon rates. Five inbound abandonment solutions are available to enhance your inbound call management: automatic call back, voice mail, rerouting, interactive voice response (IVR) or play a specific message. These overflow/abandon solutions provide an intelligent way to manage and control your high volume peaks, allowing you to handle your calls more efficiently and effectively.

With an integrated and native CTI link, the script will pop on the agent screen as soon as the call is received. The CTI link and the scripting tools provide the proper information related to the clients record based on the contacts telephone number.

Multimode Dialing

Within minutes, you can create your scripts, import your call files and activate your outbound campaigns. For each campaign you have the ability to choose one of the 5 DialTek dialing modes: Preview, progressive, predictive, broadcast and search. Each of these modes provides functionality tailored to specific types of outbound calling programs.

For example, progressive mode allows multiple lines to be assigned to a pool of agents. This mode eliminates the deadly pause so prevalent in most predictive dialing systems. Your agent



hears the initial "Hello" and therefore is able to create a better calling relationship with the end customer. This mode maximizes customer participation rates while reducing unproductive agent time.

Native call blending can easily be activated to maximize your agents performance and productivity giving them the ability to handle and treat inbound overflow calls or have them treat outbound calls when inbound call volumes are low.

DialTek automatically manages the dialing patterns of the call lists that you load in each of your campaigns using the user friendly graphical interface import tool. The call list is verified and scrubbed for un-useful and duplicated numbers. Your agents will no longer be required to dial the numbers manually; the system will execute the dialing, leaving your agents to focus on the customer and their own productivity.

Email Management

Email is becoming the principal choice of communication. Offering enhanced email management is a primary goal for many companies. The DialTek solution manages and queues emails as if they were telephone calls. Real-time management, skill based email routing, prioritized queues; these features are at your disposal and integrated with your CTI infrastructure in order to provide advanced customer service to your customers. Over the years, email has become a key tool in the way we communicate with our clients and until recently these emails have been treated manually. Clients today expect the same treatment from emails that they would receive by making a telephone call; treating emails manually will not satisfy your clients. With DialTek, emails can be received and treated as if they were a telephone call. By analyzing pertinent key words in the email they can be distributed to proper departments. If an agent is available they will receive the email directly in their application, the agent has the proper tools to treat email, including a Q&A library which will optimize their response time and eliminate spelling errors. Emails are handled in a queue and managed by priorities in regard to the urgency of the email or specific key words. The email queues can be monitored by the agents and the supervisors as they do for inbound calls. All the production statistics are also available to track their email campaign performance just as in phone based campaigns. DialTek drastically reduces the time it takes to treat emails in order to guarantee superior service.

Full Media Blending

With this powerful platform, DialTek allows you to interact with your contacts regardless of the media they prefer to use. The administrator can configure inbound and outbound campaigns, emails and chat; effectively bridging CTI, telephony, data management and human resources all in one unique solution.

The agents have on their screen the interface to treat different levels of contact integrated with an application guided scripting tool for each and every campaign. The DialTek server automatically distributes each and every contact based on a specific skill set optimizing the agent and system productivity.



DialTek Media Center

The DialTek Media Center solution is a centralized back office server. All tasks; printing, SMS, emails and faxes are automated and archived. With a simple click the agent can activate one or multiple fulfillment actions to be personalized and sent to the customer.

Printing

Connected to a single or multiple network printers, the print jobs are sent in real-time. You can set different types of functions in your campaigns that can be triggered automatically within your script.

Email

DialTek allows you to send your contacts real-time emails, including attachments. The information is send efficiently and rapidly. Appointment confirmations can be made immediately after the conversation has ended. DialTek expedites the emails in real-time with a delivery confirmation displayed to monitor unsent items.

Fax

Frequently used for business to business driven campaigns, the same actions aptly to faxes and they are accessible in real-time. Faxes are tagged with confirmations as well as multiple redial attempts in the event of a busy signal.

SMS

SMS is becoming one of the most commonly used media; DialTek has integrated with SMS to send information to mobile phones. You have the ability to send real-time SMS messages to your sales force or the ability to send appointments to your remote teams. SMS can be used for your clients, send them a broadcast message at a minimum cost. SMS can also be used for collection purposes.



Capability Summary

Inbound Functionality
Full media blending
Inbound ACD
IVR Interface
Direct DID Lines
Inbound Call management - ACD
Inbound group skill based routing
Digital recording
Estimated queue time announcements
ACD and Queue Abandonment solutions
Personalized Voice mail by Service / Campaign
Personalized greeting messages according to specific DID
Automated call backs
Phone book management
Outbound Functionality
Automated Multi-mode Dialing: predictive, progressive, preview and broadcast mode – DialTek delivers more “Hellos”
Automated detection of wrong, busy and disconnected numbers
Automated answering machines detection
Skill based routing
Managed Caller ID for each program or campaign
Management of Maximum number of rings
Wrap-up time configuration
Call distribution, up to 10 skill groups
Automatic call back at fixed time and dates
Operator management
Call file management
Real-time call file management
Web Script Generator
Personalized script generator
GUI Toolbar for database connectivity, rebuttals and multi media actions
Label, fields, combo boxes, actions, data entry fields and objects
Pop-up interface functionality
Automated call recording
Conditional branching
Script generator branching verification
Thin client ideal for remote agents
Fully web-based interface
Database connectivity
Syntax and query calculations

Media Center Module
Media Center: Real-time Fax, email and printing
Agent Functionality
Agent Profile determined by access code
Full Media Blending Agent Console
Automatic Agent pop-up notification
Soft phone capabilities using Telephony Toolbar
Automatic call routing
On hold capabilities
Call recording
Voice and Data Call transfers
On demand help notification to Supervisor
Real-time queue monitoring
Call transfers directly through PSTN
Call Back management / per call basis
Supervisor Functionality
Unified Supervisor Screen
Agent, campaign, group, inbound, outbound etc... real-time supervision
Real-time statistics
Cross reference results per Agent basis
Alerts depending on agent performance
Quality assurance recording
Supervisor Voice interaction
Agent status notification
Whisper, monitoring, conference and Supervisor recording
Queue real-time performance monitoring
Local Supervision
Remote supervision capabilities
Remote voice monitoring
Detailed and real-time file analysis and agent qualifications
Production statistics by campaigns and by agent
File Cross analysis calculation
Inbound Email Management
Email distribution based on skill sets
Full media blending
Internal email transfers reflecting skill groups
Attachments capabilities