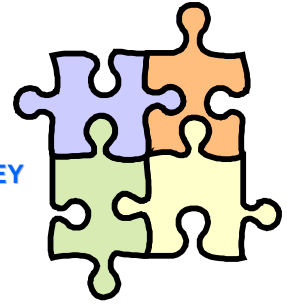


Live Agent to Automated Polling

KEY FEATURES:

- **FIVE DIALING MODES, INCLUDING PREDICTIVE**
- **USE LIVE AGENT TO GAIN COOPERATION FOR AUTOMATED IVR**
- **SEAMLESS TRANSFER TO INTEGRATED IVR TO ADMINISTER SURVEY**
- **CONSISTENT SURVEY PRESENTATION, NO INTERVIEWR ERRORS**
- **ALL DATA IS VERIFIABLE AND PROJECTIBLE**
- **TRACKABLE CALL HISTORY FOR EVERY PHONE NUMBER**
- **HIGHER AGENT PRODUCTIVITY, LESS TRAINING NEEDED**
- **REAL-TIME SUPERVISION, RECORDING AND TELECOACHING**



DialTek is uniquely positioned to offer political campaigns a seamless data collection solution using Live Agents to gain respondent cooperation and Automated IVR to administer your data collection project. No poorly perceived “robocalls”, no agent errors or off script conversations, verified accurate data, high agent productivity and substantial costs saving versus Live only projects. DialTek understands this quick paced environment and is designed to accommodate your data collections needs.

Who is DialTek?

DialTek is a fully integrated hosted inbound/outbound call center solution and competitive telecommunications carrier. This unique combination of capabilities provides our customers with leading edge call center technology that supports virtually any data collection application while offering the highest benefit to cost ratio in the industry.

DialTek Platform

The DialTek solution is installed on fault tolerant, redundant servers and hosted in Telco hardened bunkers. DialTek's Call Center associates access all contact center functionality through a standard web browser and utilize VoIP telephony allowing QUALITY people the ability to work from home on any call center application. Management, administration and supervision for any calling campaign are accessed through a standard internet browser. There is no requirement to install applications on any workstation to access our Platform.

Dialer Productivity

The outbound dialer has 5 different modes including predictive dialing with answer machine detection capabilities. Calls lists are easily imported and the dialing engine qualifies and filters non productive calls (absent, wrong numbers, faxes and answering machines can account for up to 75% of calls). The predictive dialer is based on powerful algorithm which takes into consideration many factors including response time, average communication time and the state of the Agents. It intelligently adapts the dialing pattern based on actual performance to get the best possible results. IVR can be used to automate part or all of any call, play a message or interact with the client.

Agent Training

Simply put, when an agent only has to master gaining the cooperation of the called party and then, upon success, press a button to transfer the call to the IVR, the learning curve to be productive is not very steep. And with DialTek being able to recruit higher quality call center personnel because our “work at home” capabilities, DialTek agents are productive immediately.

Agent Productivity

Agent productivity increases dramatically when the agent spends 30 to 45 seconds with a COMPLETED survey versus that same time plus the time necessary to administer the survey for that same complete. With Live Agent to Automated IVR, DialTek can use up to 60% less agents than Live reducing labor costs and deliver verifiable and projectible data on time. The longer the survey, the more pronounced the savings become.

Maintain Your Message

When you utilize Live Agent to Automated IVR to deliver your message/questionnaire interactively with the called party, you are assured that:

- the presentation of the script is identical every time
- All responses are accurately recorded eliminating interviewer error or fabricated responses.
- the occurrence of off script conversation or poor execution of the script is eliminated
- The methodology is acceptable in every state and less likely to cause “robocall” complaints.

DialTek’s Turnkey Solution:

You supply the script and voice prompts, the call list and calling schedule with a target number of completed surveys. DialTek will execute the program and deliver results on time and you will be able to monitor our progress throughout.

Centralized Administration

DialTek securely administers your programs while monitoring and performing necessary changes in real time: predictive call and overflow monitoring, make changes to an IVR, managing human resources or changing files. The DialTek platform is rich with functionality that allows DialTek to create and to manage your data collection campaigns and resources in minutes.

Call list management

A successful research campaign relies on the quality of the call lists you provide. The built-in import utility allows you to verify the data in your list, prior to going live. Other call list management features include: verification of the telephone number format, removes and ignores all invalid numbers and has the option to remove duplicate records. DialTek strongly recommends that “database scrubbing” be completed before submitting your call file to DialTek.

Supervision and Reporting

With real-time reporting and statistical tools, supervisors can listen to agents allowing the supervisor to control the quality of the call; the information presented, and maximizes the agent talk time. Real-time reporting provides statistics on agents and campaigns in table and graphical formats; reporting offers a wide array of pre-built reports as well as access to all data elements for custom reporting.

Measuring Contact Quality

This exclusive functionality allows you to statistically follow and view the quality of our contacts, statistical information such as talk time and real-time calculations based on the history of every campaign. We listen to Agents on your calling campaign and make the appropriate changes to optimize cooperation rates. DialTek can also record calls based on your specific needs that can easily be accessed and reviewed using a built-in listening tool.

Delivering Your Results

Call data can be presented and exported in a number of formats, allowing quick imports into third party statistical analysis programs and or a general DB for archiving or future needs. SQL and Oracle are supported natively.

Pricing Structure

Services are billed by Live Agent Hour and by IVR Hour for survey administration. Other terms and conditions including minimum charges, programming charges and high volume discounts could apply. Please contact DialTek at sales@dialtek.com or call us at (877) DialTek X6326 for further details.