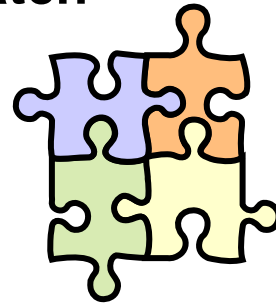


## Appointment and Dispatch

### KEY FEATURES:

**OUTLOOK CALENDAR INTEGRATION**  
**QUALIFIED APPOINTMENTS AND CONFIRMATIONS**  
**IVR, EMAIL, FAX, ANSWERING MACHINE DETECTION**  
**REAL-TIME SUPERVISION, RECORDING AND TELECOACH**  
**POWERFUL SCRIPTING TOOL, CRM AND ON-LINE HELP**  
**FIVE DIALING MODES, INCLUDING PREDICTIVE AND BROADCAST**



**DialTek integrates with existing desktop tools and corporate database(s) to manage sales force appointments or technical dispatch efficiently and effectively.**

### **Enterprise wide communication**

The DialTek sales force software integrates a connector with Microsoft Outlook, all appointments taken by the agents will automatically populate and synchronize with the Outlook calendar providing the sales and support people with real-time access to their schedules and appointments. All of your teams can be united; the field people can modify their calendars and appointments from their integrated Microsoft Outlook calendar. All changes made on either end will update the other in real-time keeping both the agent and the field personnel in sync.

### **Real-time appointment management**

For every salesperson, technician, group or manager a personalized profile is available in addition to their calendar; with individuals and/or groups and filters for meetings or holidays, this can be highly customized. The agent uses a graphical interface to select the data and time for the appointment for a specific person. The system can be configured for multiple representatives, companies and campaigns within or on separate agendas.

### **Qualified appointments**

Planning and managing appointments for your sales force and technical service is critical in today's competitive environment. The information gathered can give your company a decisive edge in the resulting process. The scripting tool integrates with your existing databases, providing proper information input and data retention. Follow-up calls can be automatically generated from the DialTek platform to confirm appointments; for example: (IVR) scenario, option 1 to confirm your appointment or option 2 to re-schedule your appointment for another time. Option 2 can redirect the caller to a live agent to update the database and calendar in real-time.

### **Multiple media**

From a simple action on the script the agent also has the ability to confirm with the client through their preferred media: email, fax, SMS or mail. Simultaneously, the sales representative or technical resource will receive the communication. DialTek automates and centralizes back office functions increasing qualified appointments and reducing expenses.

### **Productivity and quality**

The outbound dialer has 5 different modes: predictive, progressive, preview, broadcast and search to accommodate all types of sales campaigns. Calls lists are easily imported, and the dialing engine qualifies and filters non-productive calls (absent, wrong numbers, faxes and answering machines).

### **Supervision and reporting**

Track results and manage agents in real-time; the supervisor interface offers unparalleled features and functionality. Each supervisor can customize the interface to their specific needs. The interactive toolbar allows: listen, record, coach, intrude, conference and even view the agent screen. Agents and campaign statistics are provided in table and graphical formats; reporting offers a wide array of pre-built reports. The complete statistical and reporting databases are available in the event that custom reports are needed.