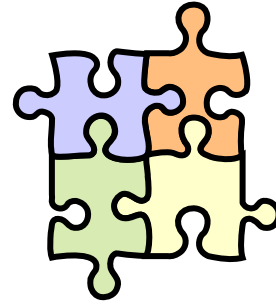


## Fund Raising



### KEY FEATURES:

**FULL MEDIA BLENDING**  
**CALLBACKS, PERSONAL AND GENERAL**  
**REAL-TIME SUPERVISION, RECORDING AND TELECOACH**  
**POWERFUL SCRIPTING TOOL, CRM AND ON-LINE HELP**  
**FIVE DIALING MODES, INCLUDING PREDICTIVE AND BROADCAST**  
**USE EMPLOYEES, VOLUNTEERS, WORK ANYWHERE!**

**DialTek fund raising solutions offer a wide range of capabilities to increase the effectiveness of your program and increase donations.**

### **Go green, work anywhere and increase contributions**

For non-profit organizations, support from volunteers is essential. With the price of gasoline, automobile costs, floor space and equipment as high as they are, getting volunteers to a work location is becoming more and more problematic. With DialTek, a computer and a broadband connection, your volunteers/fund raisers can work from anywhere.

### **Productivity and quality**

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

### **Call back management**

Contacts quite often ask for a call back. In order to effectively manage call backs and appointments, DialTek provides a planning calendar for the exact date and time that the prospect has requested. When the call back is due, the system automatically calls the client. Call backs can be done from a personal or general queue. Personal allows the Agent that spoke to the contact previously to continue the fund raising process. General allows any qualified agent to do the call back. Notes taken during the original call are available to both personal and general queues.

### **Consistency across all calls**

Ensure your message is consistent and powerful. The scripting tool creates built-in arguments and rebuttals for your agents allowing them to overcome objections and questions. The call flow and sequence of the conditional pages can be configured in the script, based on predefined criteria to display and guide your agents through the fund raising process. The agent can access all FAQ's, providing answers to all of your contacts questions.

### **Call list management**

A successful fund raising campaign relies on the quality of the leads provided. The built-in import utility allows verification of 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, removes duplicate records, can be run against your DNC for government legislation compliance or for clients that don't want to be contacted.

### **Back office services**

DialTek automates and centralizes back office functions. From a simple action on the script, agents can print mail, send fax, or email, integrate data on the contact, or all pertinent information. With DialTek your confirmation mails or contracts are immediately sent, increasing the fund raising conversion rate, while reducing expenses.

### **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.