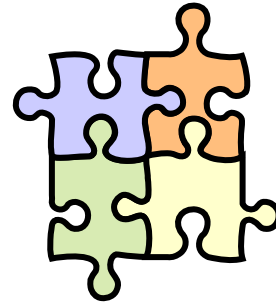


Polling

KEY FEATURES:

INTEGRATED CATI
AUTOMATED CALLING
POWERFUL SCRIPTING TOOL
CALLBACKS, PERSONAL AND GENERAL
REAL-TIME SUPERVISION, RECORDING AND TELECOACH
VOLUNTEERS, EMPLOYEES, MULTI-SITE OR HOME BASED
FIVE DIALING MODES, INCLUDING PREDICTIVE AND BROADCAST



Polling for qualitative research or political campaigns requires the ability to ramp-up and ramp down services quickly. DialTek understand this quick paced environment and is designed to accommodate your network and application needs.

Quality through design

Combining the powerful scripting tools with the CATI (computer aided telephone interviewing) application provides complex answer forking for multi-response polling campaigns and ensures consistent quality interviewing based on your exacting specifications and needs.

Productivity

The outbound dialer has 5 different modes: predictive, progressive, preview, broadcast and search. Calls lists are easily imported, and the dialing engine qualifies and filters non productive calls (absent, wrong numbers, faxes and answering machines). The predictive dialer is based on powerful algorithm which takes into consideration: response time, average communication time and the state of the Agents; it intelligently adapts the dialing pattern based on performance to get the best possible results. IVR can be used to automate the entire call, play a message or interact with the client.

Integrate your data

Call data can be presented and exported in a number of formats, allowing quick imports in to third party statistical analysis programs and or a general DB for archiving or future needs. SQL and Oracle are supported natively. Document types are rich text (.rtf), Microsoft Word (.doc), Adobe Acrobat (.pdf) and Excel (.xls).

Call back management

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

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, removes duplicate records, can be run against your DNC for government legislation compliance or for clients that don't want to be contacted.

Agents, Supervisors - @home, anywhere

Produce and track results and in real-time; the system interface offers unparalleled features and functionality – all from your web browser. Integrated communications means a broadband connection and pc are all you need! The intuitive interactive toolbar allows the agent or manager to manage the system and clients with the click of a mouse. 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.