



TeleVantage® Smart Dialer

A Vertical® TeleVantage Add-on Solution

Easily extend the capabilities of your TeleVantage phone system with TeleVantage Add-on Solutions. These easy-to-implement, off-the-shelf applications are designed to meet the unique requirements of call centers, marketing and sales organizations, and customer support personnel.

The TeleVantage Smart Dialer is a perfect addition to any business with a call center. By automating the process of placing outbound calls, the TeleVantage Smart Dialer increases the productivity and efficiency of call center agents.

The TeleVantage Smart Dialer will pull phone numbers from a list one at a time, place the call, and then pass the call to the agent. The TeleVantage Smart Dialer saves your agents time by easily managing large customer lists and ensuring that numbers are dialed correctly every time. The TeleVantage Smart Dialer also tracks agent availability, so calls are only placed when agents are free and ready to take calls. Every customer will be connected immediately to an agent – no silence or wait time will be heard.

Managing outbound calling campaigns is easy with the TeleVantage Smart Dialer. Simply set up the list of customers to call and the agents who will be handling the calls. Create shifts specifying the days and hours each agent is to receive calls. Then, let the TeleVantage Smart Dialer go to work. Agents will be kept busy handling the calls placed by the TeleVantage Smart Dialer, and all your customers will be contacted in no time. Perfect for prospecting new sales leads, notifying customers of new products or seasonal promotions, or conducting any call campaign.

Use the TeleVantage Smart Dialer with GoldMine® for a completely integrated solution. Customer data is pulled directly from your database and a screen pop of the customer record will occur on the agent's desktop. Or supply your own data source and the agent can view the customer's name directly in the TeleVantage Call Monitor, allowing agents to greet the caller appropriately.

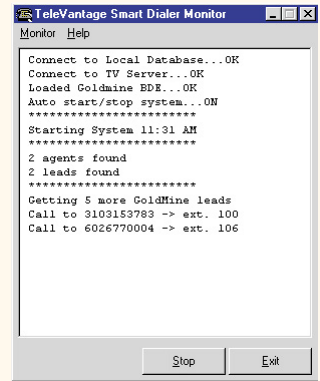
What is included?

- TeleVantage Smart Dialer Monitor
- TeleVantage Smart Dialer Administrator Utility
- Installer
- Installation and configuration documentation

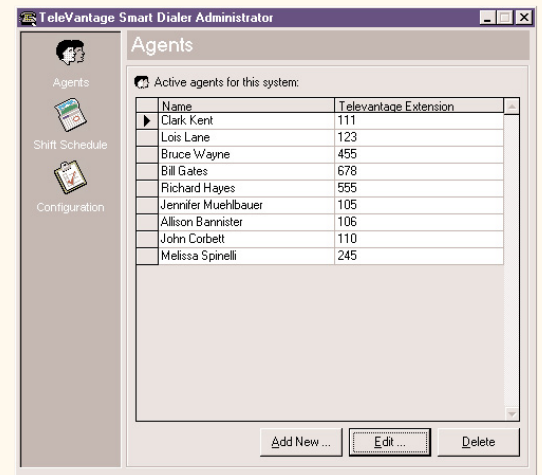
Requirements

- TeleVantage 4.x or higher
- The TeleVantage Smart Dialer Monitor must reside on the TeleVantage Server
- The Administrator Utility can reside on any networked PC
- If using GoldMine, GoldMine 5.0 or Front Office 2000 is required

Keep track of system activity with the TeleVantage Smart Dialer Monitor. A complete log of the activity is shown onscreen as it occurs. Easily see when calls are placed, which agent receives each call and more. Save the log to a text file for tracking purposes.



An easy-to-use Administrator Utility is provided to set up the system. The utility allows you to define shifts that specify the agents to call for each day and time period. Easily create shifts to cover all hours of the day depending on your specific business requirements. A configuration screen is included for simple set-up, allowing you to define criteria for your data source, as well as other system settings. This utility can be run on the TeleVantage Server or any networked PC, allowing easy management of agents and shifts.



The TeleVantage Smart Dialer is a must-have for any TeleVantage call center that wants to streamline agent activity and increase productivity. Get the TeleVantage Smart Dialer today to help make your business that best it can be.

About Vertical

Vertical Communications, Inc. is a leading provider of next-generation IP-based voice and data communications systems for business. Vertical combines voice and data technologies with business process understanding to deliver integrated IP-PBX and application solutions that enhance customer service and business productivity. Vertical's customers are leading companies of all sizes -- from small to large and distributed -- and include CVS/pharmacy, Household International, and Apria Healthcare. Vertical is headquartered in Cambridge, Massachusetts and delivers its solutions through a worldwide network of systems integrators, resellers and distributors. Visit <http://www.vertical.com> for more information.

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About TeleVantage

Vertical's TeleVantage is feature-rich, software-based phone system that combines the power of desktop computing with the most advanced communications technology available. TeleVantage delivers greater functionality, flexibility, and value than proprietary PBXs to a variety of customers, from small offices to large enterprise organizations with sophisticated call centers. Built on open-systems architecture and supported by world-class Intel hardware, TeleVantage provides more value today while safeguarding investments for the future.



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