

NetRelations™ Soft Dialer

Smart Way to Manage Customer Interaction

NETWORK PROGRAMS™
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NetRelations Soft Dialer is based on open, scalable and modular architecture to address your specific needs. NetRelations outbound dialer comes with 'progressive' and 'power' dialing options. The system has been developed on a Microsoft platform and uses Intel/Diallogic voice boards for telephony functionality.

Progressive Dialing

With the progressive dialing option, the dialer transfers the call to one of the available agents as soon as the call is answered by the called party. The system will also flash the dialed number and calling party name on the agent desktop to present a brief information profile of the calling party. This option is configurable, subject to availability of CTI interface or call flash transfer support by communication systems such as PABX, VoIP gateways, etc.

Power Dialing

Our Soft Dialer may be configured in a power dialing or stand alone mode by the administrator where a set of pre-defined numbers to be dialed is fed into the system for initiating outbound calls sequentially and read out a pre-determined audio script. The script is configurable by the administrator. In case of a call being unsuccessful (no answer), the dialer moves on to the next number in the list. In case of unsuccessful attempts, the system will re-dial in accordance with flexible business rules. The system also has a built in intelligence mechanism for positive voice detection (i.e, identification of fax machine, answering machine). For this option agent log-in is not necessary, only the administrator needs to activate the service via admin screen.

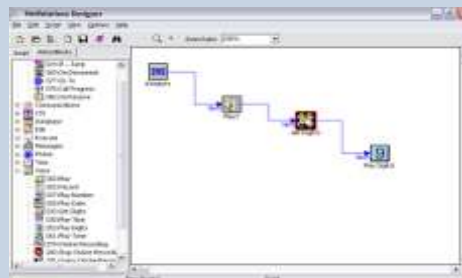
At any given point of time, multiple outbound call campaigns can go on simultaneously. However, for all types of out-bound campaigns a different set of out-bound lines need to be configured.

NetRelations Soft Dialer : Salient Features

- Scalable from 4-400 ports /Server
- Works with analog/ISDN/E1-R2MF/T1 signaling
- Multi-lingual phonetics (numbers, time, date)
- Fully integrated CTI(optional)
- Equipped with power and progressive dialing
- Configurable campaign manager as per your dynamic business needs
- User defined campaign modes, campaign type, configuration details such as activation time, time zones, priority settings.
- Extensive monitoring and tracking
- Internal database or legacy host/database connectivity
- Inbound/outbound solutions
- Multiple language support
- Easy-to-use graphical user interface (GUI) for administrators and managers
- Comprehensive statistics reporting and real time views
- PABX, VOIP gateway and direct telephone line connectivity

Typical Call Flow

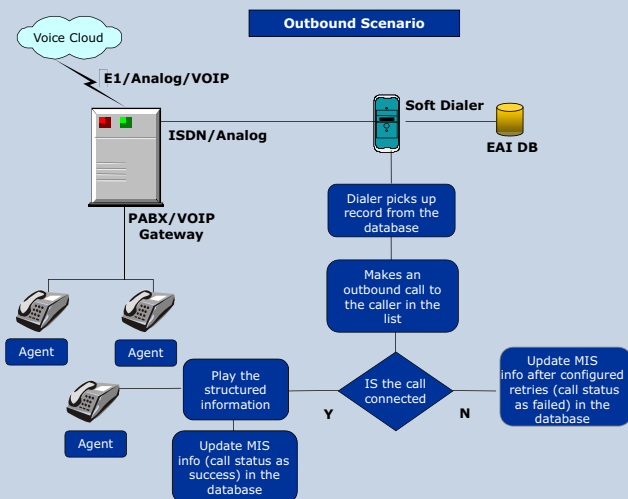
NetRelations Soft Dialer comes with GUI based call flow designer to help you design campaign scripts based on your dynamic business needs. The designer tool supports wide range of telephony and non-telephony menu items which can be logically connected through easy to use drag and drop feature.



Because good
relations matter

Architecture Overview

NetRelations Soft Dialer can be integrated with your existing communication system (e.g., PABX, VOIP gateway) or PSTN hub using E1/ISDN, T1 or analog interfaces.



Technical Data : NetRelations Soft Dialer

- Windows 2000 based system
- Intel-based PIV@1.6 GHz system or above with 256 Mb RAM, 40 GB HDD, CDROM & 15" Monitor
- Intel or Dialogic based voice processing cards
- E1/ISDN/T1 and analog support
- ODBC compliant database for storing campaign and call related data
- TCP/IP and RS-232 protocol support for LAN/WAN communication



Business Benefits

- Enhanced market penetration through targeted campaign for acquiring new customers
- Helps in enhancing brand image and quality of service
- Greater transparency in customer servicing
- Increased customer satisfaction
- Helps in exploiting cross and up-selling opportunities



Our Services

- Business and Technology Consultancy
- Custom Projects
- Customization and Data Migration
- System Integration
- Training

Network Programs offers its customers variety of services, solutions and products across their value chain and includes areas of consultancy services, R&D prototype development and customer-centric business solutions.

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