



Contact 1



Realise Predictive Dialer System

(Enterprise Version)

Executive Summary

The Realise Predictive Dialer System is designed from the ground up to utilise VoIP telephony and provide the most cost efficient product on the market.

Realise is designed and tested in house, and is completely proprietary. Realise stands among few peers as “stand-alone”, not designed to integrate to questionable open source software.

Realise is a genuine predictive dialer utilising an incredibly aggressive algorithm which calculates operation based on historical and current data many times per second.

Realise has a powerful xml scripting system and rule set to most effectively penetrate call lists. Unlike most other dialers, Realise reschedules callbacks automatically in a campaign, allowing more precise and calculated contact attempts, and therefore greater contact.



Major Features of the Realise System

- Outbound Predictive Dialing – Not Power Dialing – Set and forget, or change on the fly
- On Site Server, Cloud Server, Multiple Servers , or a combination
- Multipage Call Scripting
- Predictive, Power or Preview Dialing
- Web based CRM integration per campaign by populated popup
- Transfer call / data to other campaign (Attended/ Unattended)
- Transfer call to PSTN (Attended with warm handover and rejection/retry)
- Very Simple Web Based Agent can be used with Windows/Ubuntu and Google Chrome
- PCMA, PCMU, G.729 pass-through or conversion support without expensive hardware
- A fully scalable system which can be optimised with distributed processing
- Remote or local recording and monitoring ability including detailed supervisor
- Remote or local management functions, including shifts, campaigns, pools
- Unlimited lines, agents, shifts, campaigns, pools, completions
- Multiple TimeZone management for multiple shifts
- Pre-packaged reporting, with design for Crystal reports or similar for customisation
- Complete compliance with local DNC number washout and regulated call abandonment
- 24 hour support

Realise has partnered up with Asia Pacific Network (APN) to offer you the most effective and cost efficient dialer in the Philippines, US, UK and Australia. As a premium provider of telecommunications services, APN is well placed to offer your company a holistic communications package of Internet, IPLC Leased Lines, Telephone, PBX and Predictive Dialers.

We can offer 24 hour support of all of your telecommunications with a single phone call to the Network Operations Centre and Predictive Dialer testing facility in Alabang.

We at Realise and APN look forward to offering our product range to you.

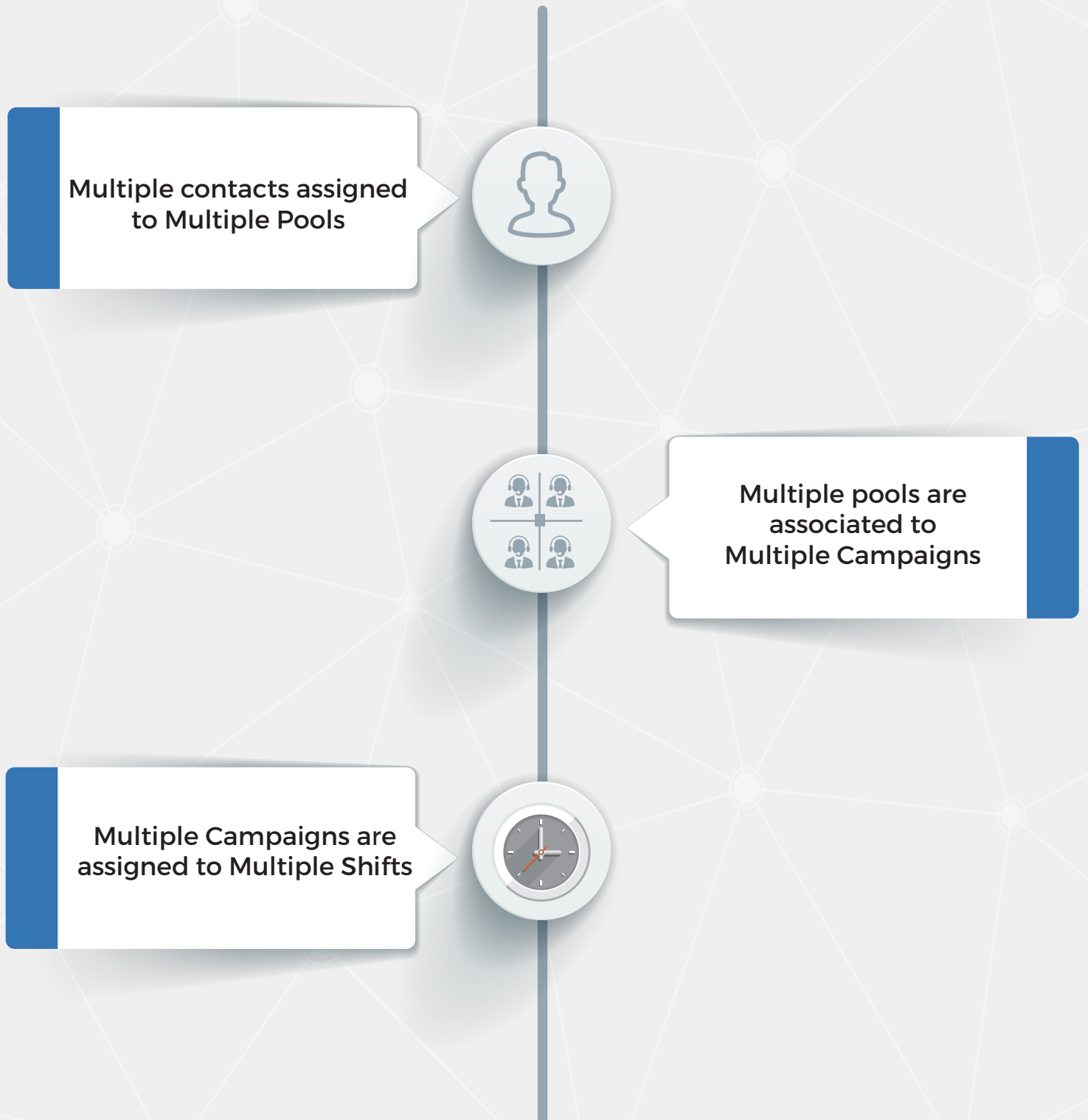
Predictive Dialers Explained

A predictive dialer is an automated telephone dialing system that enables call center agents to dramatically increase their number of live connections. Predictive dialers connect agents only to calls that are actually answered by people, freeing agents from the need to listen to unanswered calls, busy signals, disconnected lines, or answers from fax machines, answering machines and other automatic services.

Predictive dialers use mathematical formulas to predict both the average time it will take for calls to be answered and agent availability, and adjusts the dialing rate accordingly. A predictive dialer learns to anticipate when agents will become available and speeds up and slows down the dialing rate accordingly. A good predictive dialer can also analyze unsuccessful calls to determine if the number needs to be called back later or requires special handling, such as a manual call by an agent.

How the Realise Predictive Dialer works

The Realise Predictive Dialer has:



Campaigns can be inbound or outbound. Outbound campaigns may be blended with inbound.



Using a pre-loaded list of contacts, Realise automatically calculates current connection rate, answer rate, agent availability and many other factors, and places outbound calls to those contacts, in the hope of having an answered and attended call.

Calls which are answered are assigned to an agent, who receives a screen popup (and CRM popup if required) with the customer's details. They also hear a BLIP in their headset, and begin communication with the contact. Sometimes the interaction is with a non-human such as answering machine, in which case the agent clicks a single button and awaits the next call

Once an agent is talking to the contact, a script guides the agent through what to say, and questions to ask. Answers to script questions are captured if required. At the completion of the call, the agent disposes the call from a list of completion codes. These codes may be final (Not Interested, Sale) or rescheduled (Callback 2 hours, Child Answered). The script is programmed such that each of these dispositions will have an effect, and are recorded.

Realise allows agents to go NOT READY and make manual callbacks (if this is allowed by shift) The agent simply enters a telephone number and the dialer will place and record the call.

The Predictive Dialer System provides a much higher contact ratio for your call center agents than manual dialing or using a power dialing system. The system can be adjusted on-the-fly, including any scripting changes which will have immediate effect for the agents.

Compared to other "predictive" dialers such as the ViciDial, if set correctly the Realise system can average 50 minutes per hour talking, and wait times of just 3 seconds with just 20 agents.

Performance of the dialer and the agents can be monitored locally or remotely with:



Agent monitoring (Click to follow one agent)



Remote agents if required



Extensive Java based Supervisor System showing real time statistics



Agent Call History, reporting, drill downs to individual contacts



Search phone call history, listen to recording, right-click to save to desktop

Because the Realise Predictive Dialer has been developed fully in-house, we constantly keep up with the latest trends and technologies. In addition, we are able to customise your dialer system, and also add features you may want that nobody else has thought of yet.

System Features at a Glance:

Dialer Features



- Onsite , Hosted or a combination
- Fully scalable with service distribution
- Outbound calling
- Predictive, Power and Manual Calling
- Inbound Capability with blending (option)
- Set ANI (Caller ID) based on campaign
- Data Collection through scripting
- Compatible with Crystal Reports
- Pool Priority with variable ratios
- New/Rescheduled priority with ratios
- Local DoNotCall list
- Full data exporting functions of pools
- Web based Agent
- Web based Manager / Supervisor
- CRM Integration - Populated screen pop
- Powerful Cassandra Database
- Powerful Text-based search ability
- TTS- text to speech option
- Auto-Attendant dialing option

System Features at a Glance:

Agent Features



- Extremely simple easy-to-learn interface
- Call bridging with beep to test equipment
- Agent-to-Agent Transfer of call and data
- PSTN attended transfer
- Agent can view call history
- Dynamic station extensions
- Agent Recording facility
- SoftPhone or Hardphone support





PEOPLE