



SimpleDial - improves your completion rates, energises your agents and controls your outbound operation

SimpleDial is a system for automating outbound calling campaigns. The system is specifically designed for connection to the Meridian 1 and BCM PBX from Nortel Networks. The customisable application communicates with any database for the raw contact data and organises the data into campaigns that make sense to your business.



Leveraging the strengths of its Developer Partners and their Compatible Products, the Developer Program has become a key contributor in the success of Nortel Networks by broadening its reach and responsiveness in meeting the needs of its channels and customers. Each Nortel Networks Compatible Product has met established requirements for integration, functionality and stability, further reducing total cost of ownership.

Prime Benefits

- Maximise agent efficiency by automatically dialling the calls and detecting busies and no-answers.
- Comprehensively measure campaign and agent performance to ensure profitability
- Very low maintenance costs
- Designed for integration with Meridian 1, BCM, Symposium Call Centre and Symposium Agent from Nortel Networks

SimpleDial Highlights

- Automatically dials the call for you
- Automatically moves on to the next call in the event of busy or no-answer
- Comprehensive agent and campaign statistics
- Multiple campaigns at once
- Easy to use client - minimise agent training
- Import lists from any CRM or database
- Reliable and robust software only product
- Web page based call guides are easily modified with any web page design tool
- Web based clients for zero installation effort
- Personal call-back lists
- Campaign call-back lists
- TAPI based dialler and call progress detection
- Standard reports
- Uses any customer supplied ODBC/SQL database for campaign and historical statistics storage.
- Can "Pop" your CRM once a "positive" contact is made

Standard Features:

- **Call Guides** When it comes to creating call guides for your agents to use during the campaign all you need is Web page design expertise. Maintaining and creating new call guides can be easily managed by the customers staff.
- **Agents** can be assigned to work on only one campaign or can be allowed to choose a campaign to work on from a list. Once an agent starts to work on a campaign, the progressive dial algorithm means that agents are given some time to preview the contact details whereupon the dialling and detection of busy, rejected numbers and no answers is totally automatic.
- **Call-back** scheduling is automatic for busy and no answer. Personal call-backs can be scheduled with an agent alert shortly before the due time.
- **Reports** include a comprehensive suite of reports. These reports will help you with staffing, planning, rewarding, designing quality campaigns, improving quality and ironing out inefficiencies.
- **Call blending** While an agent is working on a campaign, SimpleDial ensures they receive no incoming call. Once the agent is finished, they are put back into the inbound call queue.
- **Real Time Displays** Supervisors can monitor campaign performance and individual agent status and performance on the real time display.
- **Custom Feature Options** SimpleDial has been specifically designed to be customisable in an efficient and affordable manner.

A FAMILY

SimpleDial is part of our portfolio of outbound dialling and campaign products.

Hotdial : provides dialling form any windows application.

SimpleDial Express : Reduced features for 2-20 outbound agents

SimpleDial Pro : Full featured dialler that delivers up to 300% efficiency gains for 10 - 500 agent.

Company Information

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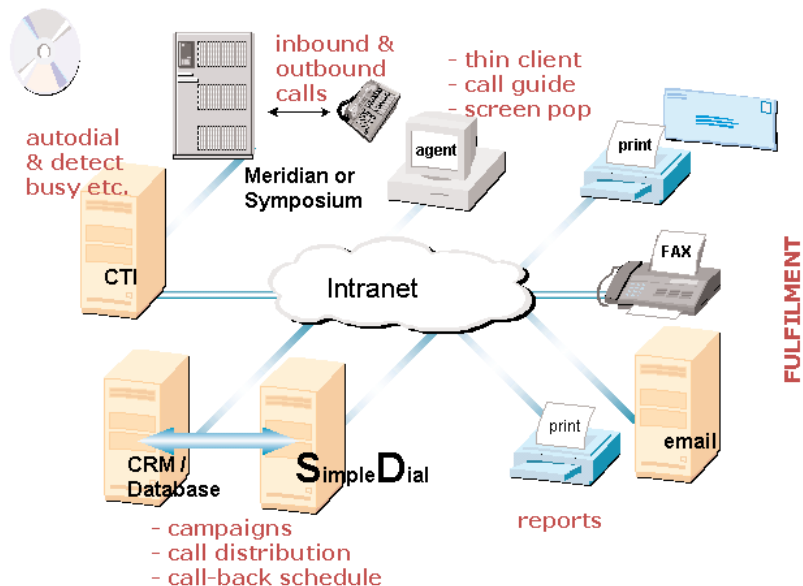
Regional Testing Office:

EMEA

For all inquiries on this product, please provide the following reference code:

Control

Leading edge technology



Compatibility Information:

CT-Solutions Ltd's SimpleDial release 3.0 was verified as compatible with Nortel Networks' Meridian 1 PBX release 25 with Meridian Link Services in a controlled laboratory environment on March 28, 2003.



www.nortelnetworks.com/compatible

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