



KEY FEATURES

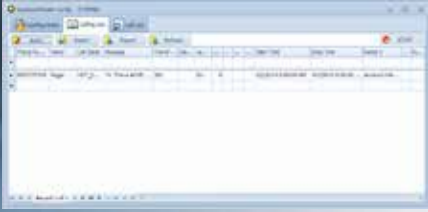
- Predefined outbound calling script progressively dials based on agent availability
- Centralized customer database with screen pop-up and optional schedule for each recipient
- Easily import CSV file for multiple, simultaneous outbound campaign capability
- Automated customer search/dial for improved productivity
- Multi-language TTS support

OUTBOUND DIALER

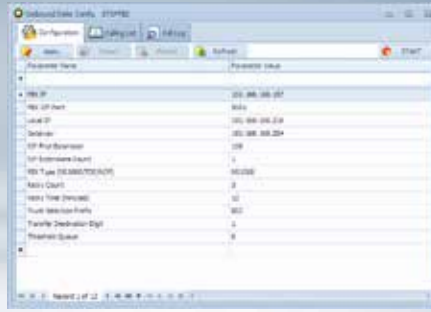
APPLICATION SOFTWARE

Are your outbound call-campaign agents spending more time trying to reach customers than actually talking to them? Automate the initial customer contact process with Outbound Dialer—the intelligent routing and announcement productivity solution. Outbound Dialer automatically places calls to a predefined list of phone numbers, plays a greeting message to the customer, and then asks if he/she wants to be connected to an agent.

No longer will your agents waste time with calls that are not picked up, answered by voice mail or encounter busy signals. With Outbound Dialer, you'll quickly see an improved agent talk/dial ratio, faster response times and enhanced customer service and satisfaction.



CALLING LIST



CONFIGURATION

OUTBOUND DIALER

SYSTEM REQUIREMENTS

- KX-TDE100/200/600, KX-NCP500/1000 and KX-NS700/1000 Communications Server series
- Server Hardware (minimum):
 - Intel® Core™ i5-750 at 2.66 GHz or faster, 8 GB RAM, 100 GB free HDD space, 100BaseT NIC
 - Microsoft Windows Server 2008 R2 SP1 (UAC disabled), Microsoft Windows Server 2012 (UAC disabled), Microsoft Windows 7 Professional (UAC disabled), Microsoft Windows 8 (UAC disabled)
- Client Hardware (minimum):
 - Intel® Core™ 2 Quad at 2.83 GHz faster, 2 GB RAM, 100BaseT NIC
 - Microsoft Windows XP Professional SP3, Microsoft Windows Vista Business (UAC disabled), Microsoft Windows 7 Professional (UAC disabled), Microsoft Windows 8 (UAC disabled)

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