PowerStation™ Hosted Predictive Dialing

PowerStation™ HOSTED Predictive Dialing Software:

PowerStation™ IP is a Hosted Predictive Dialing call center management tool used over the Internet. Using a regular PC and an good Internet connection, the Chase Hosted Predictive Dialer delivers an open systems-based call center management solution that offers the most powerful, integrated blended predictive contact center features available. Its truly open environment makes it a robust system for managers who uses it to get instant access to reports; change call campaigns and scripts, download calling lists and monitoring their agents and other call center related functions.

PowerStation™ IP is being used today world wide at call centers ranging from 5 to 100s of stations.

Better Answering Machine Detection than most:

PowerStation's ™ sophisticated algorithms and high end telephony equipment delivers well over 200% more agent talk time and connect time when compared to manual dialing.

The system's built-in algorithms control the pace of dialing based on factors such as campaign assignment , drop rate and current call length. The **Power**Station™ dialer system uses Dialogic's Perfect Call® detection which filters out 85-90 % answering machines, busy signals, fax/modems, beepers/pagers, and operator intercepts, giving your tele-sales agents more talk time and less wait time between calls. The Predictive Dialer incorporates three different methodologies for detecting Answering Machines and other Operator Messages. While the Dialer will minimizes transfer live call time , it uses the best case scenario for detecting human voice from answering machines and operator messages. The Dialer uses a mixed method of Cadence Change and Frequency Detection. This intelligent call detection capability is imperative for predictive dialing scenarios.

PowerStation also uses GLOBAL CALL technology where a multiple of networks are supported such as T-1 Robbed Bit, E-1, CAS, ISDN, Analog and other networks such as QSIG, SS7, IP H.323 and SIP.

Multi Campaign & Multi Mode Dialing:

PowerStation's multi-campaign dialing feature will allow you to run as many lists as you like. Each campaign is a targeted call list based on criteria such as zip codes, products, demographics, etc..

Manager simply assigns the number of lines per campaign per person and that's all that is required.

Run a mix mode of Predictive & Preview and Progressive campaigns at the same time to give you the optimal contact rate that you require.

Inbound & Outbound Call Blending:

PowerStation™ seamlessly integrates and blends both inbound and outbound calls simultaneously . This enterprise series system handles both incoming calls to be processed through the dialer to be available for a group agents that handle incoming calls with screen pops and outbound calls with a screen pop.

This enhanced function will give the inbound agents instant information on the caller. While inbound times peak & slow down, the Predictive Dialer can adjust to the contact rate by increasing or decreasing more outbound calls. All these features come with digital recordings that can be placed while the calls are routed to the next available agent or group. The system routes the call to appropriate agent based on skill level, agent availability, client relationship via ANI, or set business rules.

The PowerStation Remote Agent utilizes web-based technology:

PowerStation™ uses the latest in objection/rebuttal scripting. Using HTML/ASP COMM scripting, agents will click on the appropriate objections and receive the correct objections.

Each remote agent is configured to easily allow your tele-sales reps to receive calls, read from the script, field rebuttals, and disposition calls such as no interest, sales, lead, don't call, and other user definable disposition codes. Agents can also enter additional information and schedule agent callbacks, as well as set appointments for sales reps out on the field. Custom data entry screens can be developed using Microsoft Front Page or Microsoft's Advanced Visual Internet Development Tool Kit to allow for customizable agent data entry.

Improve Customer Interaction & increase agent productivity:

- ✓ Read and field rebuttals with **Power**Station's **Power** Scripting
- ✓ Schedule Appointments for reps out on the field
- ✓ Conference calls to a third party for remote verification
- ✓ Transfer calls and data to other stations (optional)

- ✓ Schedule call backs to themselves or other stations along with notes

- ✓ Receive callbacks from a previous list or campaign

- ✓ Fill out a simplified 10-03 Application for loan origination

- ✓ Record their conversations for verification (optional)

- ✓ Disposition records like no interest, don't call, sale, lead, callback etc..)

- ✓ Fill out a Web Form on-line and assist customers with purchases on-line

Empower the Contact Center with intuitive tools for Management

The manager's stations functions is to control the activities of the agents and the dialer system. For example, the manager station can import and export leads; provide daily statistics and produce real-time reports, cross reference a "do not call list ", and send messages to individual agent stations or to all agents using manager to station remote messaging.

- ✓ Create and set up campaigns/projects and calling lists

- ✓ Import lists and dial at the same time

- ✓ **View** all station connected to the dialer system as well as their current activities in real-time, (i.e. connected, paused, and available)

- ✓ **Monitor** what is being said by each agent with a hand held device or by simply selecting the appropriate station.

- ✓ **Run** real-time report of each agents activities

- ✓ **Lookup and Update status of record**

- ✓ **Control & Monitor** the activities of the dialer anywhere from the network or any off-site location.

- ✓ Send messages to agents

- ✓ Record one or many agent conversations simultaneously (enterprise ed.)

- ✓ Play back recorded messages by agent or by date (enterprise ed.)

Applications in the Contact Center

Multiple Campaigns:

PowerStation™ can run different campaigns simultaneously. Each project or campaign is created from the manager station. Managers can easily set the calling pace for each campaign based on the drop rate and can also select from a list of scripts to use.

- ✓ **Power**Station's scripts can be edited and modified easily using any word processing application . Campaigns and scripts can be changed "on-the-fly"

- ✓ Chase Data Corp. provides you with data entry screens for your lead slips (please see enclosed).

- ✓ **Power**Station™ 3 integrates rebuttal scripting using the hypertext technology, which gives agents a point and click interface and easy key word lookups.

LeadStudio CRM & List Management:

PowerStation™ uses SQL Server its database management software. Other Open Database Connectivity (ODBC) compliant databases such as ORACLE, MY SQL- Server, Informix, ACCESS, and Paradox can be tightly integrated to create dynamic back end solutions. **Power**Station™ uses the Structured Query Language (SQL) to allow users to easily create and alter targeted calling lists as their campaigns, which can then be imported into **Power**Station™.

Import Utility: Allows managers to import leads from anywhere on the network. Its multithreaded Import function allows for importing a list and dialing another at the same time without effecting the performance of they system. Other function included are purging or cross referencing of "do not calls" and removing duplicates. ASCII comma delimited are easily imported into the system.

Reports: Managers will be able to print agent productivity reports, agent status reports, and lead inventory reports. Customized reports can built by them manager using Microsoft Access or by using 3rd party report writers such as Crystal Reports.

Printing: The system will allow your TSRs or managers to print leads slips or confirmed appointment sheets directly to any printer connected on the network.

Features to include:

Real-time Dash Board Display

PowerStation Supervisory on line dash board gives managers the ability view in real time call center activities such as agent wait times, call times, and connect times. It also gives you the ability to view actual calls being placed so that managers can see what is calls and record details are being placed. Sometime seeing the records being dialed gives the manager's the ability to get instant feed back on the campaigns that are being called.

Voice Monitoring:

By simply selecting the station, managers and supervisors can "listen in " or coach live calls without the called party hearing the conversation. This "silent Whisper Option" makes it possible that there is no need to invest in additional monitoring hardware such as services observation units.

Voice Recording:

PowerStation™ Enterprise gives Managers have the capability to record one or many conversations simultaneously for quality assurance or training purposes. Agents have the ability to stop and start recordings with a simple click of a button to verify sales information. Each recorded call is stored as a voice file that can later be played back. The files can be retrieved based on telephone number, campaign name, date and time of call and the agents name or a combination of all.

Call Conference:

This feature allows the rep to select from a drop down menu a selection of telephone numbers and or descriptions of numbers to make a 3 way call. This "warm transfer" technique also gives the agent the option of leaving the conference allowing the other parties to stay on line.

Call Transfer:

Agents can transfer calls externally for a Third Party Verification (TPV) system or internally for Take Over (Tos) for closing. The process begins when the agent select s to transfer the call to a queue of TPV agents or Tos to be available to take calls along with customer specific data. The transfer process is called a "warm transfer where the agent does not leave the customer on hold

by themselves. Agents can also call transfer the call externally off site and then be able to drop of from the conversation, called Transfer option with "agent drop off".

Call Blending:

PowerStation™ can be configured to process both inbound and outbound calls simultaneously . This version will allow incoming calls to be processed through the dialer to be available for a group agents to handle calls with screen pops. This will give the inbound agents instant information on the caller. Digitally recorded messages can be placed while the calls are routed to the next available agent or group. The system routes the call to appropriate agent based on skill, availability, client relationship via ANI, or set business rules.

Remote Agent:

In home agents can log in to the PowerStation Dialer by using a phone and an internet connection. Simply log in and start making calls. Features such as   transfer, conferencing and recording are all available.

Auto Dialing:

PowerStation™ can be set up to run in conjunction with the Power Messenger Auto-Dialer. As each call is placed from the Auto Dialer and transferred seamlessly to the PowerStation Inbound System. Responding parties will be pooled and queued to the Power ACD system. This is an optional feature

Fulfillment System via Email:

The Fulfillment System gives you the added ability to perform call tracking by defining certain external events. At the completion of specialized calls, the systems can send emails based on personalized or template emails.

Remote Monitoring System:

Supervisors and managers can now run reports, view real-time statistics and monitor their call centers performance any time of the day. This can be done from anywhere on the network or off-site via modem.

Technical Support:

Chase Data Corp provides technical support on hardware and software to their customers Mondays thru Friday from 9:00am and to 9:00pm EST. Support during off-hours such as weekends can be provided through a weekend number.

- ✓ **Remote monitoring capabilities:** Chase Data Corp.'s technical staff will assist you with your Call center's daily needs.
- ✓ **On-line Installation & Setup :** Chase Data Corp. will conduct the on-line installation of the dialer software along with making sure your network is set up correctly for Predictive Dialing .

- ✓ **Technicians:** Chase Data Corp's trained technician will be able to be resolve any technical issues and help managers walk through the system for operation.