



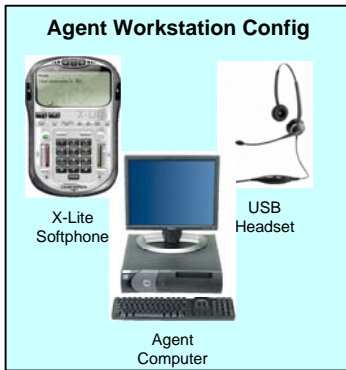
Customer
Remote
Location

How Does Our Hosted (Cloud-Based) Predictive Dialer Work?

- (1) DialerSolutions provides each **Agent** with a Free x-Lite Desktop Softphone and SIP Extension Credentials (**Agents can login from anywhere in the WORLD!**)
- (2) **Hosted Customer Administrator** adds Agents via a Secured Administrator Web Site Portal
- (3) **Hosted Customer Administrator** Creates Campaigns and Uploads Phone Numbers and data to Campaign via a Secured Administrator Web Site Portal
- (4) **Hosted Customer Agents** Login to Secured Agent Web Site Portal and selects Desired Campaign Name
- (5) Hosted Dialer Immediately Calls Softphone Extension and Agent Acknowledges Incoming Call by Answering "Hello"
- (6) **Hosted Customer Agent** is now available to receive Dialer Calls
- (7) When dialer connects a call, a Pop-Up Screen and Customized Script with call recipient's detailed information will display in **Agent's** Dialer Web Browser and **Agent** can immediately talk to the live client
- (8) **Hosted Customer Administrator** can view Real-Time Agent Activity and Campaign Statistics as well as view a multitude of Real-Time Reports

PREDICTIVE DIALER FUNCTIONALITY

- * Digital Call Recording
- * Remote Silent Monitoring w/Barge
- * Transfer/Conferencing
- * Run Multiple Campaigns
- * Caller Id by Campaign
- * Leave Pre-Recorded Messages
- * Database/CRM Integration
- * Extensive Real-Time Reporting
- * Multiple Contact Phone Numbers Per Record
- * PCI Compliant Merchant Credit Card Processing



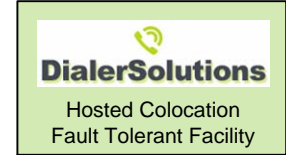
Agent Workstation's Requirements:

- (1) Access to Reliable Broadband Internet
- (2) X-Lite Softphone (**FREE**)
- (3) USB Headset (**Connected to Desktop Computer**)
- (4) Supported Web Browser (e.g., IE, Firefox, Safari)

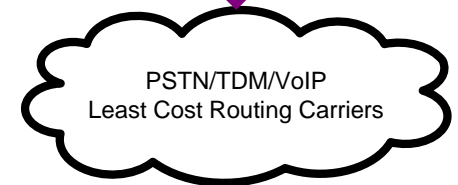
Agent Web Site Portal



Agent Dialer Popup
Screen (Web Browser
Based)



Secured Hosted Predictive
Dialer Server
Colocated in Fault Tolerant
Secured Facility




DialerSolutions
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