

Interaction Dialer 3.0

Feature Overview

21 August 2009

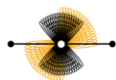
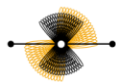


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Interaction Dialer 3.0 Feature Overview

Interaction Dialer Overview

Interaction Dialer is an automated dialing add-on to the Customer Interaction Center (CIC) which greatly increases the efficiency of outbound call centers. Interaction Dialer manages the retrieval of telephone numbers from a supplied list, places calls on configured lines, and determines the result of each call – no answer conditions, busy signals, invalid numbers, fax tones, answering machines, live speakers, etc. Because agents only deal with telephone calls that reach targeted parties, agent productivity increases dramatically – where manual dialing may produce 15 minutes of on-phone time in an hour, automated dialing can produce 50 minutes of on-phone time. Interaction Dialer can also conduct “agentless campaigns” that automate outbound messaging and can optionally give called parties the option to talk to an agent – optimizing agent time.

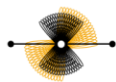
Interaction Dialer does more than automate the dialing process. Its patented predictive algorithm forecasts when agents will become available. It uses real-time statistical averaging to calculate when each agent will finish the current call and return to an available status. The system queues and places multiple outbound calls while agents are busy, to ensure that a targeted party is answering when an agent becomes available, while providing tight control over pace and abandonment rates. Interaction Dialer’s patented staging algorithm provides more accurate predictions by tracking and using call segment time by agent. Options for less aggressive dialing, such as preview dialing, are also available.

Regulatory compliance options for telemarketing, collections, and other types of campaigns are fully supported. These options include flexible time zone management, abandoned rate definition and control, DNC scrubbing, caller ID and name specification at the campaign and call level, call and screen recording, call time out controls, legislative message handling, opt-out controls, and more.

Interaction Dialer offers advanced administration and automation capability. Outbound campaigns can be grouped together into workflows that automatically execute in accordance with logical rules defined by the Call Center administrator. Campaigns can run simultaneously at multiple sites while being administered centrally.

Leveraging the CIC platform, Interaction Dialer provides inherent blending of inbound and outbound calls to agents if desired. All or only certain calls as well as agent screens can be recorded using Interaction Recorder. Outbound IVR and messaging – from simple messages to complex interactions – can be configured using Interaction Attendant, the same powerful, yet easy-to-use tool employed for inbound IVR and auto-attendant configuration. Administration and configuration of all aspects of Interaction Dialer and CIC are handled in Interaction Administrator, the common administrative interface used to manage inbound, recording, workforce management, and all other aspects of the system – agents, lines, stations, security, etc. Real-time statistics on campaigns and agents as well as real-time monitoring and coaching of calls and agents are done in Interaction Supervisor, the system-wide supervisory monitoring interface also used for inbound ACD, workforce management, resource tracking, etc. To streamline agent interactions with contacts, Interaction Dialer provides multiple agent interface options from simple scripts to APIs to provide tight integration with in-house or 3rd-party applications. These options include Interaction Scripter for basic or advanced, web browser-based call scripting, Interaction Easy Scripter for a more packaged script authoring and execution environment, and the Interaction Center Extension Library (ICELib), a public API using the .NET Framework, for direct programmatic integration with existing or developed 3rd-party agent interfaces.

All historic data gathered during Interaction Dialer campaigns are written to database tables managed by Interaction Dialer. Both Microsoft SQL Server and Oracle relational database systems are supported.

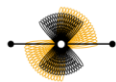


Campaign Management

A campaign is a generic term that describes the process of contacting a list of people according to a prescribed list of rules. Campaigns are the central configuration point in outbound dialing, and Interaction Dialer provides full control over campaign definition and management. Campaign management is primarily performed in Interaction Administrator, the common interface used to manage all aspects of both the Customer Interaction Center (CIC) and Interaction Dialer – users, lines, skills, stations, etc. System administrators have full control over access rights so that different control can be given to different users to create, modify, and/or view just what is needed.

Campaign management controls include:

- **Workflows**, which contain 1 or more campaigns and control which agents access, call distribution, resource usage, campaign scheduling, and automatic transition of agents from 1 campaign to another based on dynamic rules (e.g. transition agents to next campaign at noon, transition agents when we have 1000 successful calls)
- **Call lists**, which provide the source of contacts, can be imported using a wizard and scrubbed using internal or 3rd party DNC scrubbing tools, and can be searched for contacts or numbers to be excluded (see “Call Lists” below)
- **Time zones**, which control when calls are placed (see “Regulatory Compliance” below)
- **Call scheduling** controls including management of callbacks and rescheduling calls based on their result such as busy (see “Call Scheduling” below)
- **Staging**, a patented method for optimizing predictions (see “Pacing & Staging” below)
- **Dialing** controls including dialing mode, call analysis controls, line usage, recycles through the list, caller name/ID control, max attempts per number and contact, no answer timeouts, desired pacing limits, and much more (see “Pacing & Staging”, “Regulatory Compliance”, “Customization – Policies & Rules” and other sections below)
- **Call Routing** including skills-based dialing and routing, ACD weighting, and precise dialing (see “Skills-based Dialing & Routing” and “Dialing Modes” below)
- Inbound/outbound **blending** control (see “Call Blending” below)
- **Abandon rate** management including abandoned call definition, legislative message specification, and more (see “Regulatory Compliance” and “Pacing & Staging” below)
- **Policy and rule** definition, which provides call, campaign, and workflow level customization (see “Customization – Policies & Rules” below)
- **Script** selection and definition (see “Call Delivery, Agent Scripting, & Disposition” below)



Call Lists

Interaction Dialer supports both Microsoft SQL Server and Oracle relational database systems. Each campaign in Interaction Dialer can use a different database connection for its contact list and history tables if desired. Each campaign can also have its own call list, or call lists can be shared among campaigns, potentially using filters to sub-select the records of interest for each campaign. Each call list can have its own unique field structure if desired including an arbitrary number of phone number fields and other informational fields. When setting up outbound campaigns, sort criteria can be specified either from a pre-defined list of sort criteria or by entering custom criteria.

Each phone number column can be given a user-defined type (e.g. cell, home, work, work 2, etc). This type is used to present type-specific statistics and can be used in calling policies to define different rules within a campaign for dialing different types of numbers (e.g. turn on answering machine detection for home numbers, but turn it off for work numbers). The time zone and number of attempts made is tracked per phone number for the same contact allowing for numbers in different time zones and balanced call coverage.

Other data specified in the call list can be used for skills-based dialing and calling policy decisions (e.g. if the 'AccountType' field is 'Gold', then make sure this contact goes to an agent with a higher skill level). All call list data for a contact is made available on screen pop to an agent script or 3rd-party application for review and, if desired, update. Any updates are written back to the contact list.

Records can be added to a running campaign's call list on the fly. If desired, that record can be tagged to be dialed right away.

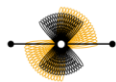
Call Analysis

Interactive Intelligence has many years of international experience in call analysis (figuring out what is at the other end of a placed call). Interaction Dialer leverages this experience and technology to provide industry standard and better call analysis for outbound dialing. Both TDM (ISDN, EuroISDN, T1/CAS) and SIP trunking are supported for outbound call analysis using the Interaction Gateway and, soon, the Interaction Media Server. Call analysis capabilities include:

- Configurable automatic disposition of calls (e.g. busies, no answers, SITs)
- Post-connection detection including live speaker, answering machine, and fax machine detection
- SIT (a.k.a. tri-tone) detection – differentiating between temporary (e.g. all circuits busy) and permanent (e.g. bad phone number) failures
- Tuning of the balance between live speaker and answering machine detection – to control the aggressiveness of answering machine detection
- Continuous monitoring during message playback to restart playback should additional audio or a machine's "beep" be detected – to assure complete message playback to answering machines
- Control of call analysis on a campaign and even per-call basis – e.g. turning on answering machine detection for a home number and turning it off for a work number on the fly

Timing data gathered from Interaction Dialer customers shows that a typical time from completed greeting (e.g. "Hello...") to agent connection is less than 0.9 seconds.

As noted above, the balance between answering machine detection (AMD) accuracy and live speaker detection (LSD) accuracy is tunable, and customers have reported AMD accuracy above 95%. However, customer experience shows that an AMD accuracy around 90% is the most effective balance between AMD and LSD accuracy.



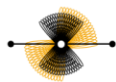
Caller ID Control

Interaction Dialer provides complete control of caller name and ID (a.k.a. outpulsed or outbound ANI). The name and number to be outpulsed when a call is placed can be controlled at the campaign (call list) level and then overridden at the per call level. This allows caller ID names and numbers to be specified based on rules, to be specified in the call list per contact / phone number, or to be constructed on the fly using contact policies per contact / phone number. Dynamic control of caller ID can have a major impact on contact rates and is often needed when dialing on behalf of multiple clients.

Dialing Modes

Interaction Dialer supports multiple dialing modes. These dialing modes can be different per campaign and the dialing mode for a campaign can be changed on the fly in many cases. Dialing modes supported include:

- **Predictive** – Predicts agent availability and places calls based on internal statistics. Predicts the number of calls that must be made in order to provide each agent with a targeted party at the moment the agent becomes available. Uses an advanced statistical pacing algorithm tuned over many years of real-world use. Leverages patented staging algorithm to optimize predictions.
- **Power** – Dials from the campaign list only when an agent is available to process the call. Waits for an agent to become available before placing outbound calls. Calculates the number of calls to place in order to reach a live party.
- **Precise** – Used within Predictive or Power campaigns, Precise mode is used per call and sets an agent aside for that call to assure the call cannot be abandoned. Once call is finished, places agent back in pool of all idle agents.
- **Preview** – Presents the agent with information about the targeted party before the call is actually placed. When ready, the agent manually initiates the call by clicking a button in the predictive client application. If configured, the agent has the option to reschedule the call, or skip to the next data pop.
- **Agentless** – Mixed media agentless campaigns can play a .wav file to answering machines, send faxes to fax machines, and route calls answered by live recipients to an Interaction Attendant profile. Interaction Attendant is an easy-to-use graphical interface used for inbound IVR and auto-attendant menus as well as outbound IVR and messaging applications. Using an Interaction Attendant profile allows in-house development of simple messaging applications or more complex Outbound IVR menus giving called parties the option to talk to an agent, remove their name from a list, etc. Messages and outbound IVR can be constructed using text-to-speech technologies and Voice XML (VXML).



Regulatory Compliance

Interaction Dialer provides options per campaign to allow organizations to stay in compliance with government and conventional regulations and to be a good corporate citizen. In providing these options, Interactive Intelligence considered a wide range of regulations including the US FTC's Telemarketing Sales Rule (TSR), the US FTC's Fair Debt Collection Practices Act (FDCPA), the UK OfCom's Persistent Misuse Statements, and many other government and locale requirements. Controls include detailed and per-campaign management of abandoned rate (e.g. how it is calculated, when a call is considered abandoned, targets rates), caller name and number control (see earlier section on Caller ID Control), no answer timeouts, legislative messages in case of no available agent, messaging opt-out options, and much more.

Pre-scrubbing and just-in-time scrubbing of do-not-call (DNC) numbers is supported using any combination of customer-supplied DNC lists, 3rd-party DNC scrubbing, and on-the-fly exclusion of specific numbers programmatically (e.g. specific collection accounts or call-in DNC requests). Just-in-time DNC scrubbing checks the supplied list or 3rd-party DNC service just prior to placing calls allowing numbers to be added at any time while dialing.

Time zones can be configured to match both real-world time zones and business or convention driven time zones as desired.

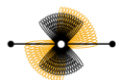
Interaction Dialer records all details of calls placed including configuration changes, specific numbers and call times, and whether or not a call was abandoned. This provides a clear audit trail for proof of good faith efforts, if needed.

Interaction Recorder, a CIC add-on product, is a common companion to Interaction Dialer for reliable recording of all, random, or specific calls based on given contact, agent, time, campaign or other attributes. Both calls and screens can be recorded by Interaction Recorder.

Pacing & Staging

Interaction Dialer's pacing algorithm has been improved over many years of real-world experience and, in head-to-head tests, has proven itself to be a top performer in keeping agents busy while maintaining abandoned rate goals. A pacing algorithm is a calculation that determines if a call should be made and how many calls should be made. The calculation analyzes a number of factors including agent status, stage completion measurements per agent, and call list quality. The pacing algorithm uses real-time statistics to estimate when each agent will finish the current call. The system queues and places multiple outbound calls while agents are busy, to ensure that a targeted party is answering at the moment that the agent becomes available. Some of the factors that the predictive algorithm analyzes include:

- The number of available telephone lines.
- The number of available agents.
- The skill requirements of the contacts and skills of the available agents.
- The probability of getting no answer, a busy signal, a disconnected number, an operator intercept (SIT) or an answering machine.
- The time between calls required for maximum operator efficiency.
- The average length of each conversation.
- The average length of time the agents need to enter the relevant data.
- The current vs. configured abandoned rate.
- The recent history of inbound and other non-outbound interactions handled by agents.
- And much more.



The pacing algorithm in predictive mode predicts when agents will become available, based on a patented staging algorithm. Staging breaks a call down into segments, or stages, and uses these stages to more accurately predict when an agent will become available. As agents progress through scripts or other applications, stage locations are communicated to Interaction Dialer. Each agent's average time in each stage is tracked and presented on real-time tracking interfaces. These average stage times are also used by the pacing algorithm to estimate the likelihood of an agent ending a call at any given time, thus optimizing the likelihood of an accurate prediction.

Call Blending

Whether following up on a conversation with an agent or responding to a message left on an answering machine, called parties sometimes call back – outbound operations by nature generate inbound calls. Outbound agents are often the best skilled resources to handle the resulting inbound calls. This need to efficiently handle inbound calls in outbound operations highlights a great strength of the Interaction Center platform upon which CIC and Interaction Dialer exist.

Since Interaction Dialer is an add-on to CIC, it can leverage key functionality within CIC including CIC's feature-rich, inbound automatic call distribution (ACD) capabilities. When a live speaker is detected by Interaction Dialer, CIC's ACD is used to route that call to the most appropriate agent using the same routing functionality as is used with an inbound call. Because of this, Interaction Dialer inherently supports call blending – the coordinated delivery of both inbound and outbound calls to the same set of agents. This means that the system knows about both inbound and outbound calls and delivers both calls as appropriate to the same agent using the same phone and screen pop/call control capabilities. Because agents can belong to multiple inbound workgroup queues in CIC, agents can seamlessly move between inbound only, outbound only, or blended. Agents can receive outbound calls from one outbound campaign at a time along with inbound calls from any number of inbound workgroup queues.

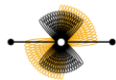
Typically, inbound calls take priority over outbound calls; however, this bias toward inbound calls can be modified per outbound campaign if desired. When a blended agent completes a call (inbound or outbound), the agent becomes available for any waiting ACD calls – either inbound or outbound. If there are no ACD calls appropriate for that agent, Interaction Dialer is made aware that the agent is idle and the agent is added to the pool of agents needing another outbound call.

Interaction Dialer's pacing algorithm dynamically reserves a percentage of agents for inbound calls based on the recent history of inbound calls for that outbound campaign. As inbound increases, outbound decreases and vice versa. Interaction Dialer also provides the capability for an outbound campaign to automatically monitor 1 or more inbound queues and to adjust its aggressiveness based on configured load limits on those inbound queues.

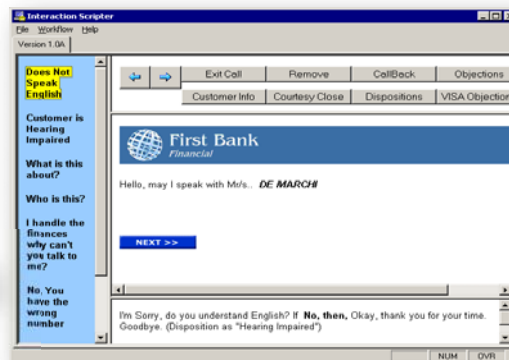
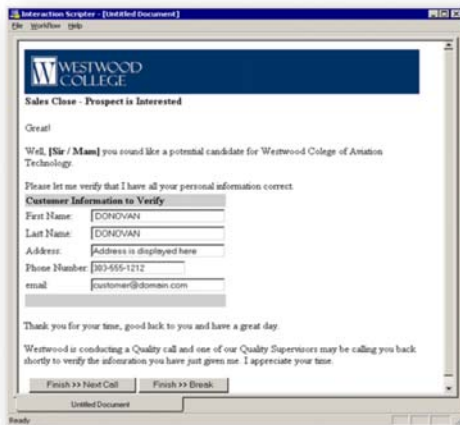
Call & Screen Recording

Call recording is a common and required function of many outbound call centers. Interaction Dialer leverages Interaction Recorder – a pre-integrated add-on to Customer Interaction Center and Interaction Dialer – to provide seamless recording of all calls, random calls, or calls that match some set of conditions (e.g. from a given number, at a certain time, to a certain agent, for a certain campaign, etc). Interaction Recorder also provides agent screen recording, if desired. Interaction Recorder has built in agent scorecard definition and tracking capabilities to allow for quality monitoring and scoring of recordings.

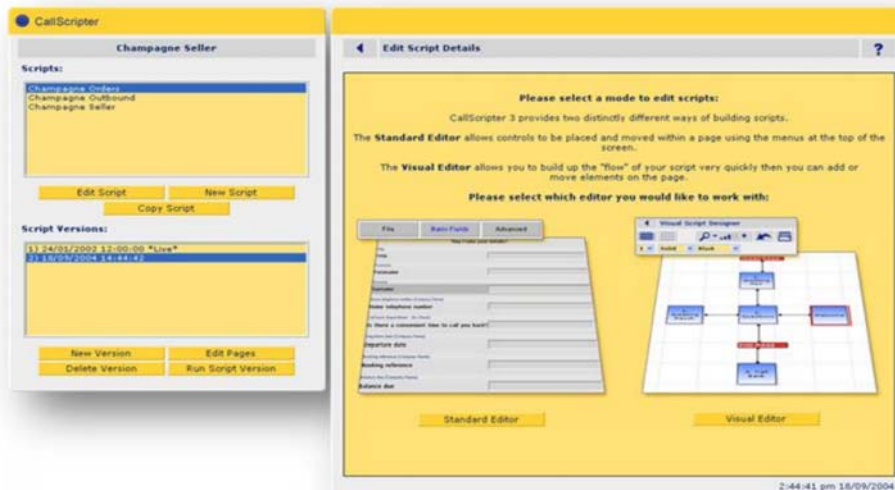
Much more information on the Interaction Recorder product is available in the *Interaction Recorder Feature Overview* from Interactive Intelligence.



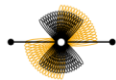
- **Interaction Scripter** – For slightly more complex to highly complex scripting, the Interaction Scripter (also referred to as Advanced Scripting) can be used. Virtually anything that can be supported in a web browser can be used with Interaction Scripter. Interaction Scripter provides the dynamic interface between CIC/Dialer and the web page including call control, agent status (e.g. on break), contact data updating, and call disposition. Any web development tool can be used to develop these scripts.



- **Interaction EasyScripter** – Where a more structured script development environment with a greater focus on configuration than customization is desired, Interaction EasyScripter is a good fit. Provides the ability to pick from a wide range of controls and place them on the script, lay out elaborate multi-paged scripts with logical branching, manage script version control, and add complex logic



- **Screen-pop Existing 3rd-party or In-house Applications** - Use the Interaction Center Extension Library (ICELib) for direct programmatic integration with existing or developed 3rd-party agent interfaces. Provide call control and direct integration with Interaction Dialer.



Call Scheduling

Interaction Dialer provides different types of scheduled calls. Agent-owned scheduled calls will be delivered to a specific agent. Campaign-wide scheduled calls can go to any available agent. Agent-owned calls can be converted to campaign-wide calls after a configured amount of time per campaign. The system can be configured per campaign to auto-schedule certain calls based on call result. For example, a busy number can be called back in a specific number of minutes and tried a specific number of times.

The system provides an administrative interface to manage scheduled calls for a campaign or system-wide. This is useful when agents will be unavailable (e.g. sickness) or when some or all scheduled calls need to be moved or removed.

New contacts can be inserted with a scheduled call on the fly. This can be useful for adding hot leads – new prospects who have registered on a web site, for instance – to a running campaign so that they are called as soon as an agent is available. Instead of agents sitting around waiting for hot leads to come in, they can be busy in a campaign calling other people, yet handled hot leads right when they come in.

Skills-based Dialing & Routing

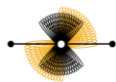
Interaction Dialer leverages CIC's ACD to support full featured skills-based routing. This allows connected calls to be routed to the best agent based on skills associated with the call and the skill proficiencies and desire to use of the available agents. In addition to skills-based routing, Interaction Dialer supports pre-dialing skills-based dialing. With skills-based dialing, skill requirements associated with contacts are matched with the skills of available agents before calls are placed. Thus, if there are no agents available for a given skill set, calls are not placed. As soon as agents become available with those skills, the calls can be placed (e.g. coming back from a break, getting off other calls). Once skills-based dialing has played its role and a live person has been called, skills-based routing is used to get that call to the best agent.

Skills-based dialing is useful in many situations where call lists may have been segmented into multiple campaigns in the past. An example of this is the state-based licensing restrictions in the insurance and lending industries. The pool of outbound agents carries varying combinations of state licenses. Without skills-based dialing, many campaigns might be created to group commonly licensed states together for a subset of agents. Using skills-based dialing, these agents and the leads can be placed in the same campaign, and Interaction Dialer will only dial leads for states where there are agents licensed. And the ratio of leads dialed per state will be related to the ratio of available agents licensed in that state. This combination of many smaller lists into 1 list and several smaller groups of agents into a large group allows Interaction Dialer to be much more efficient and simplifies the list and campaign management.

Customization – Policies & Rules

Interaction Dialer provides the ability to define automation controls at the macro and the per call level. Contact policies are combinations of conditions and behaviors that are executed per call. Policies can be applied pre-call, after call analysis, or after call disposition. Policies can be grouped into policy sets which can then be reused on multiple campaigns as desired. There are endless ideas for useful contact policies – some examples include:

- Turning answering machine detection on for a home number and off for a business number
- Picking a specific message to play to an answering machine based on an attribute of the contact just called.



- Sending an email to supervisors when a significant sale has been recorded.
- Dialing the work number first before 5pm and the home number first after 5pm.
- Choosing to dial a number precisely (to assure the call cannot be abandoned) if the contact is in California and has ever been abandoned in the past.
- Checking the status of an account in another system prior to placing a call.
- Adding a skill to a call based on a combination of the time of day and attributes of the contact.

Rules are applied at the campaign level and can be used to control the flow and function of Interaction Dialer on the fly. The conditions of a rule can reference system statistics, time of day, and different events that occur in the system such as a call list being recycled or a campaign starting. Rules can be used to transition agents seamlessly from one campaign to the next campaign they should work on. Agents aren't aware that they are getting calls from a new campaign unless the script chooses to tell them so. Examples of rules include:

- Transitioning to the next campaign to be worked when the goal of 1,000 successes has been reached on the current campaign / call list.
- Changing the calling mode of a running campaign to predictive mode when there are more than 10 active agents and back to power mode when the number of agents falls below 10.
- Changing the messaging behavior of a campaign after 5pm when more people are home.

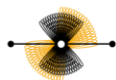
Rules are also grouped into sets, and these sets can be applied to multiple campaigns as desired.

Outbound IVR & Messaging

Using the agentless dialing mode, Interaction Dialer allows campaigns to play dynamic messages to answering machines or to people and send faxes to fax machines. The messages can be notifications (e.g. appointment reminders, service updates, product ready, etc) and can provide the option for a live party to interact, often called Outbound IVR. Outbound IVR campaigns can combine automated, dynamic messaging with text-to-speech to read contact-specific information back and speech recognition, if desired. Live speakers on the other end can choose to speak to an agent or do anything else enabled in the IVR menu. The call can then be transferred to an appropriate inbound queue based on information about the called party, the time of day, etc. for handling by an agent. Configuration of the outbound IVR can be done using Interaction Attendant, the same IC platform tool used to set up all IVR menus in the inbound and outbound system. Voice XML (VXML) can also be employed if desired for the outbound IVR interface.

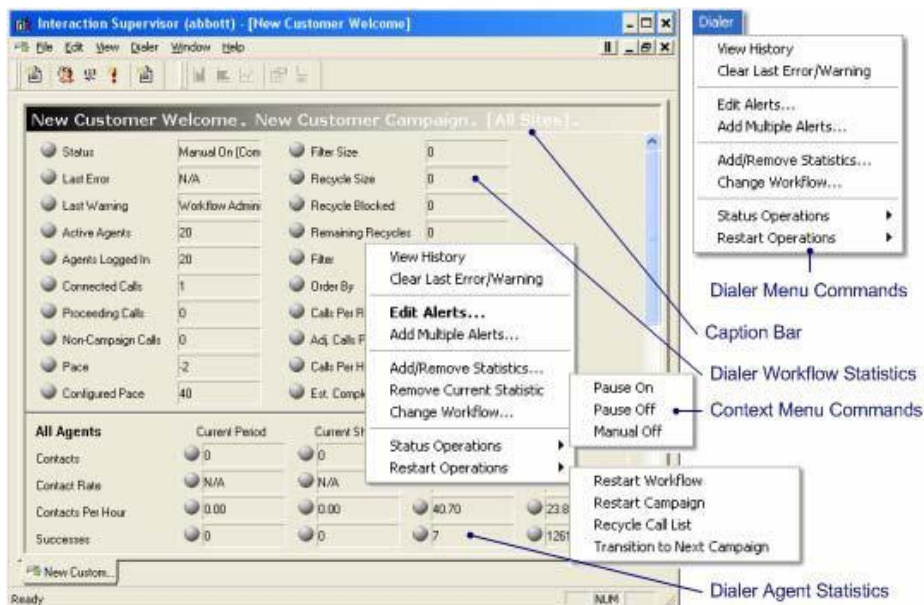
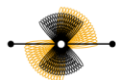
Real-time Statistics & Monitoring

As part of Interaction Supervisor – Customer Interaction Center's all-in-one supervisory monitoring interface, Interaction Dialer provides fully configurable real-time views to monitor and control campaigns, agents, and the dialer itself. Multiple views can be docked alongside each other for a customized control panel personalized per supervisor. Users can select statistics of interest from a long list of available statistics. Alerts can be created on any statistic to define ranges of interest and then kickoff any type of action from changing the color on the screen to playing a sound to sending a notice to one or many agents/supervisors to sending emails to kicking off virtually any type of processing or notification. Based on real-time statistics, supervisors can start, stop, pause, recycle, and reset workflows and campaigns.



The Interaction Dialer views available in Interaction Supervisor include:

- **Agent Detail View** – summarizes the performance of a single agent, or presents aggregated statistics for all agents
- **Agent Overview** – compares the performance of multiple agents across sites and campaigns in a workflow
- **Dialer Health View** – reports the health of campaigns, workflows, and Interaction Dialer in general
- **Finish Code Overview** – displays statistics grouped by reason code and by finish code
- **Graph Views** – provide visual means to spot trends and track outbound dialing activity
 - Compare Workflows based upon Agent Statistics
 - Compare Dialing Sites based upon Agent Statistics
 - Compare Agents based upon Agent Statistics
 - Compare Agents based upon Disposition Reason Codes
 - Compare Agents based upon Disposition Finish Codes
 - Compare Agents based upon Stages
- **Phone Number Type Overview** – displays summary statistics for each phone number type (e.g. home, work, cell, etc) used in a given campaign
- **Skill Overview** – helps supervisors manage skills-based dialing by presenting statistics on skill requirements for a campaign contact list vs. available agent skillsets
- **Stage Overview** – summarizes stage statistics for a given workflow to allow analysis of which segments are taking the longest and which are being entered most frequently
- **Time Zone Overview** – summarizes dialing operations across multiple time zones to get a view into open and blocked zones and a breakdown of total, remaining, and scheduled contact records
- **Workflow Detail View** – displays performance indicators for a given workflow and summarizes the performance of participating agents
- **Workflow Overview** – displays the status of all workflows, campaigns, and dialing sites

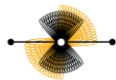


Real-time Interaction Dialer statistics in Interaction Supervisor are available by workflow and campaign as well as previous and current period, recycle, and shift. Some of the hundreds of statistics available include:

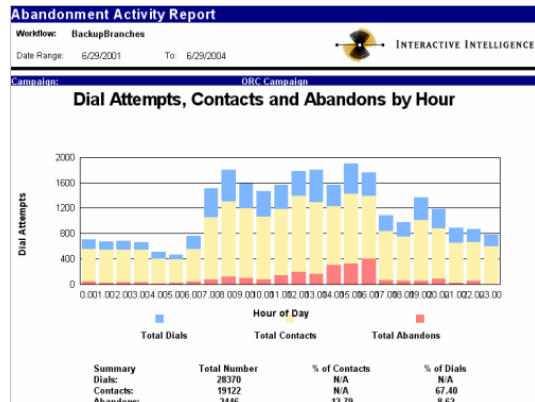
- Abandoned count and rate by calls, contacts, and detections
- Average DND, idle, total talk, and dialer/non-dialer talk time
- Contacts and contact rate
- No available agent rate
- Successes and success rate
- Attempt counts broken down by result (e.g. busy, machine, etc) and phone number type
- Filter details, sort details, pacing details, recycle details, record counts
- Time zone record count details

Historical Data & Reporting

Interaction Dialer collects all the necessary data about calls placed, results, agent activities including breaks, scheduled calls, and data entered by agents on scripts. The details of each call are tracked whether the call connected to an agent or not. Call details include details on the number, time breakdowns, agent, result, abandoned status, length of call, contact status, and much more. Agent statistics include details on call time, break time, personal and inbound call time, logged time, when breaks were taken, stage breakdowns on each call, and more. Data entered by agents on scripts is written back to the call list as desired and can be redirected to other data repositories if appropriate.



Interaction Dialer provides 12 standard reports to use against these data tables with the ability to customize those reports and add custom reports as desired. The reports cover call detail, agent utilization, call disposition results, and configuration change audits. Since the data is stored in either SQL Server or Oracle databases, reporting tools and other business intelligence tools can access and make use of the data.



Finish Code	NumCalls	% Calls	Total Length	Avg Length	% Total Time
Agent Summary (Workflow)					
Interaction Dialer					
Machine	922	98%	01:22:12	00:00:05	99%
System Hang Up	16	2%	00:00:59	00:00:04	1%
Agent Total	938		01:23:11		
Agent Summary (Workflow)					
Dev PD User5					
Ambiguous	2	22%	00:24:56	00:12:28	28%
Deleted	1	11%	00:16:18	00:16:18	18%
Failed	6	67%	00:47:06	00:07:51	53%
Agent Total	9		01:28:20		
Workflow Summary					
New Customer Welcome					
Ambiguous	2	0%	00:24:56	00:12:28	15%
Deleted	1	0%	00:16:18	00:16:18	10%
Failed	6	1%	00:47:06	00:07:51	27%
Machine	922	97%	01:22:12	00:00:05	48%
System Hang Up	16	2%	00:00:59	00:00:04	1%
Grand Total:	947		02:51:31		
Campaign Detail					
New Customer Campaign					
Agent Summary (Campaign)					
Interaction Dialer					
Machine	922	98%	01:22:12	00:00:05	99%
System Hang Up	16	2%	00:00:59	00:00:04	1%
Agent Total	938		01:23:11		
Agent Summary (Campaign)					
Dev PD User5					
Ambiguous	2	22%	00:24:56	00:12:28	28%
Deleted	1	11%	00:16:18	00:16:18	18%
Failed	6	67%	00:47:06	00:07:51	53%

This document is a marketing features list. Final product technical documentation is available through the product release notes, Getting Started Guides, and product documentation. For specifics on system requirements please see the release notes. These documents are available to customers and partners on the product DVD.

Document Name	Purpose and Revision History	Date Issued:
Interaction Dialer Feature Overview Version 3.0	Initial Release	December 22, 2008
	Updates to Call Analysis, Caller ID Control sections + other minor edits	February 21, 2009
	Updates and minor edits	June 23, 2009
	Clarifications to Regulatory Compliance	August 21, 2009



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