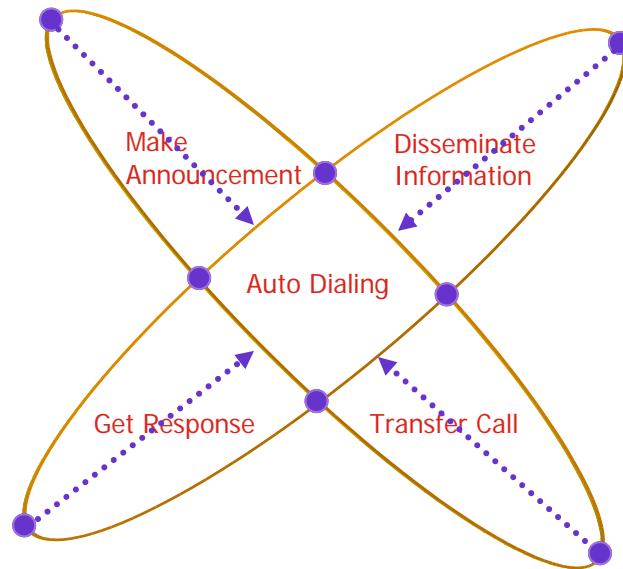


MaxDial® unattended dialer which delivers digital voice messages with or without any agents. It is designed for organizations that need to contract large volume of people in a very short period of time. Specially designed for outbound calling. Increase your agent productivity by up to 300% compared to manual dealing. It has one purpose that's to make outbound telemarketing and market research activities productive and efficient..... Because it matters



MaxDial® AutoDialer (with answering machine detection) can be used to make announcements or reminders by calling individuals. It can also be used to call people to get a VOICE or TOUCHTONE response to answer questions, vote, or take a survey. MaxDial - AutoDialer can be used to automatically call thousands of telephone numbers. When MaxDial - AutoDialer calls, it can simply leave a message or it can ask for a response. You may obtain responses from people by recording their voice answers, asking them to press keys to respond to choices, or by transferring them to a live Agent Or Operator. Just record your message, select which group (database) you want to call, when you want to start and stop, then let MaxDial go to work calling everyone. Save tremendous amounts of time and get faster results!

MaxDial® is packed with powerful features that you expect from a heavy duty, high demand system, such an intuitive graphical interface, easy to use unattended outbound dialer with or without the use of live agents. Our system allows you to dial and play the message on 128 ports simultaneously via analogue telephone, PBXs, ISDN, E1, T1 and PRI lines.

MaxDial® picks the phone numbers of the prospects from the database and dials on the available ports. The moment call gets mature it plays the voice messages from the relevant fields from the database and prompts the user to interact with it through touch tones. Or simply it transfers the call to live agents.

#### Live Call Transfers

There are several ways that the system can allow an operator to speak "live" with the person dialed.

- If a "live person" answers the call, the name and telephone number of the person called will pop up. An operator can immediately pick up the telephone and speak to that person.
- You can click the mouse to dial a telephone number and hear the telephone ring and how the call is answered. The operator can then speak live to that person or press a key to leave a recorded message.
- After a recorded message is played, the person called can press a touchtone key on their telephone to be transferred to an operator to talk "live".

#### Answering Machines vs Live Persons

- Each of the Campaigns may leave a message on an answering machine if so desired. That message may be different than the message for a "live person".
- Each Campaign can leave a different message for a "live person" than the message for an answering machine. If you wish, the system can hang up if a "live person" answers and only leave a message if an answering machine answers OR it can leave a message for a "live person" and hang up if an answering machine answers

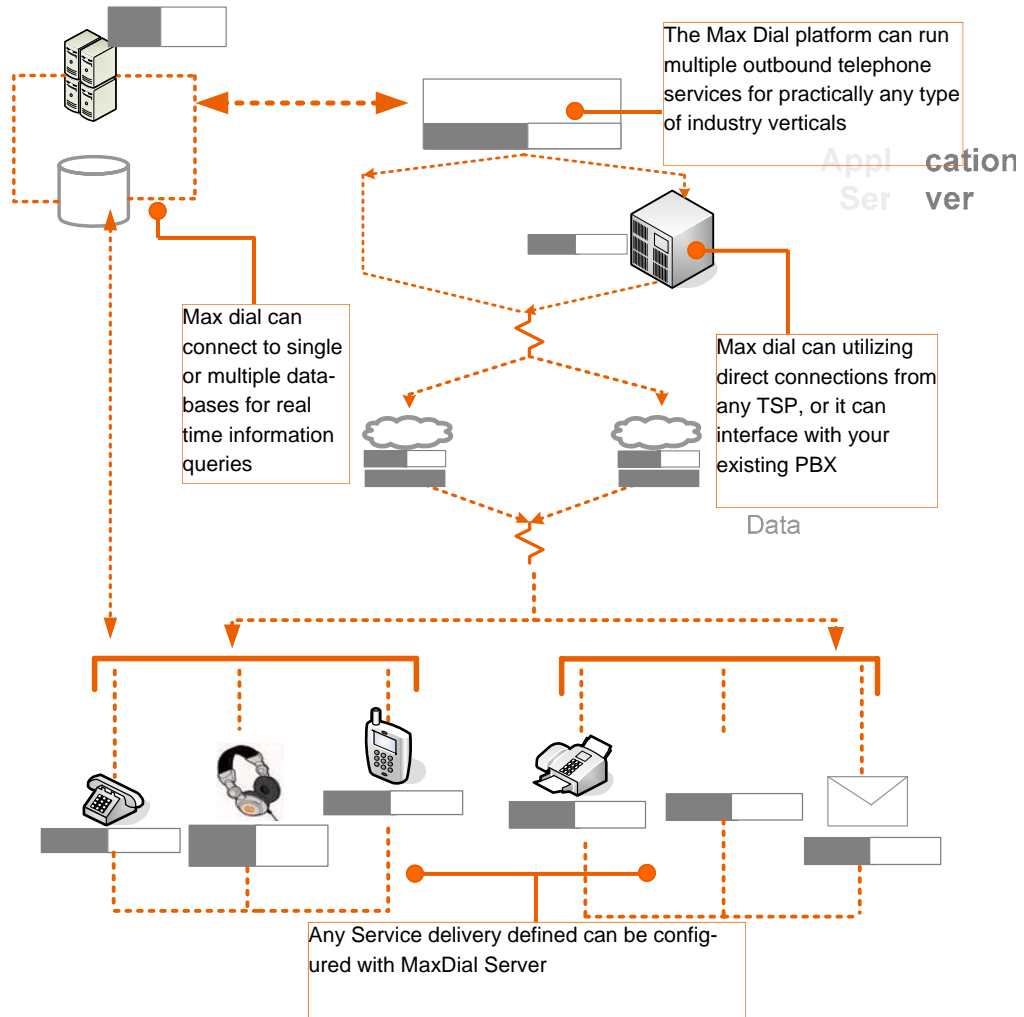
#### "Do Not Call" List

- In each of the above Campaigns, you may tell the person called that they may press "9" on their touchtone phone to be automatically placed on the "Do Not Call" list and never be called again. You can also import in an existing list.



### Application Features

- **Open Architecture** - Can be installed in any just windows compatible environment from desktop computer to 19" rack server
- **Network Compatibility** - supports TCP/IP network protocol, nearly all functions can be accessed locally on the server itself, or through any work station on the network.
- **Scalable, Expandable** - accommodates from 4 to 128 ports on single machine. Easily expandable in the multiples of 4,8,16,24 lines.
- **Flexibility** - can be used without IVR, Seamless integration with Fax on Demand, Voice Mail, Screen Popup, Call Center Solution and other CTI products.
- **Secure and Intuitive Operation**— designed with intuitive graphic-oriented operations, making administration and training so simple that most of your staff will be up and running after the first full day use. All functions and channels can be protected by multilevel security access for flexible but secure operation.
- **Scheduling Call Recording** - schedule dial outs between a given time slot and for required weekdays.
- **Database Compatibility** - Supports to any standard database through ODBC, custom drivers.



### Outbound Dialing Flow Chart

A "Campaign" in an outbound dialing scenario in which a telephone number is automatically dialed, there is some type of activity after the call is answered, and then the call is disconnected. You can select from several different campaign types. Below are descriptions of few different campaigns

Campaign #1:	Campaign #2:	Campaign #3:	Campaigns #4 & 5:
Delivers only a message.	Requires a key pressed before hearing message.	Requires either VOICE or TOUCH-TONE responses. Asks 1 to 10 questions.	Transfers to live operator: #5-transfers if key pressed #6-transfers automatically.
System calls a telephone #. Call is answered.	System calls a telephone #. Call is answered.	System calls a telephone #. Call is answered.	System calls a telephone #. Call is answered.
This is a reminder call from <Company Name> for your premium due of Rs 4500, Please drop your payment on or before 15 <sup>th</sup> of this month (Option to repeat message.) <b>Hangs up &amp; continues calling.</b>	"Days Greetings, welcome to <Bank> Congratulation you have been selected as one of our Privileged Customer Please press 1 if you are interested, 2 if you are not interested and 3 to remove your No. from our dialing list 1. Thank you for your interest in our product and service, our executive will get in touch with you shortly. 2 & 3. Thank you for your time. Have a pleasant day ahead. <b>Hangs up &amp; continues calling.</b>	"Hello, we hope you can participate in a political survey that will take less than 2 minutes of your time? If yes, please press 1 to listen to the first of 5 questions." (The 1 key is pressed) "If you're Republican, press 1, if Democrat, press 2, if Reform, press 3, or if independent, press 4." (Logs response then goes to the next question.) If you would like us to mail you voter information, please say your name and address after the beep. (beep) <b>Hangs up &amp; continues calling.</b>	"Hello, this is <Employee Name> From <Company Name> Company. We are calling our loyal customers to inform them that a new shipment of widgets has finally arrived. If you wish to speak to a sales person now, please press 1 or if you prefer to leave us a message, press 2." (The 1 key is pressed) "Please hold while we connect your call." (The call is then transferred to any telephone number you designate.) * <b>Transfer , Hangs up &amp; continues calling</b>