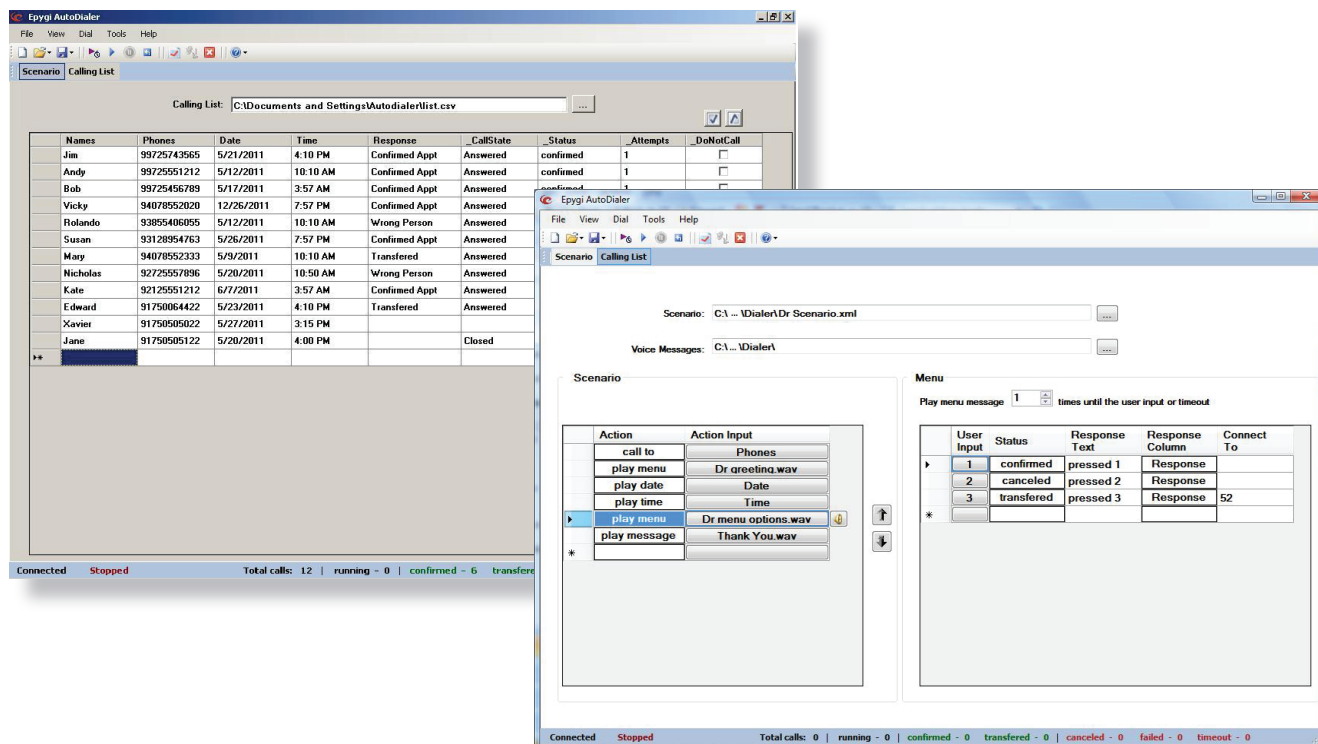


# Epygi Software Solution: Auto Dialer



## Epygi Auto Dialer: Outbound Dialer Solution

Business owners that need to contact customers on a daily basis usually hire additional staff. Whether it is to confirm an appointment or to notify a client that their product is ready, a call must be made. The Epygi Auto Dialer feature gives Epygi IP PBX users the ability to automate this daily process by placing the outbound calls directly to their clients. The messages played to the clients can be prerecorded and updated regularly. The list to call can be created in any spreadsheet application and exported to .CSV format. The clients contacted can be prompted with a few choices to respond to the information delivered by this automatic call.

Many verticals including doctor offices, pharmacies and telemarketing firms are looking for ways to get more out of their staff during limited business hours. The Epygi Auto Dialer allows live staff members to focus on daily tasks during business hours, and after hours the Auto Dialer can place calls to clients in preparation for the next business day. When employees return to the office the following day, they can review the call activity report and adjust schedules or deliveries as needed.

## What are Your BENEFITS?

- Support on all Epygi Products
- Simple Software Solution
- Minimal Training Required
- Saves Time and Money

These reports are viewed in the Epygi Auto Dialer desktop application, the same interface that is used to setup the automatic dialing service. Clients can be kept on the schedule or rescheduled based upon their response to the automated call the previous day. These outbound calls can also be made during business hours.

## More Than a Simple Recording

Clients answering the automated call will be played a set of prerecorded messages. At this point, they will be prompted to enter a number on their phone to either accept the information or request to be rescheduled. The call can then be terminated, or the client could be immediately connected with a staff member for further assistance.

## Client Relations Management

An additional purpose for the software could be for customer satisfaction and quality control. As products or services are delivered, automated calls can be made to the clients to either thank them for their business or prompt them for a level of satisfaction. Certain responses could trigger an automatic connection with a live agent to determine why the client is dissatisfied.

## Software Requirements

*PC Operating System:* Windows XP, Vista, 2007, Windows server 2008 and 2003 (Microsoft .NET Framework 3.5)

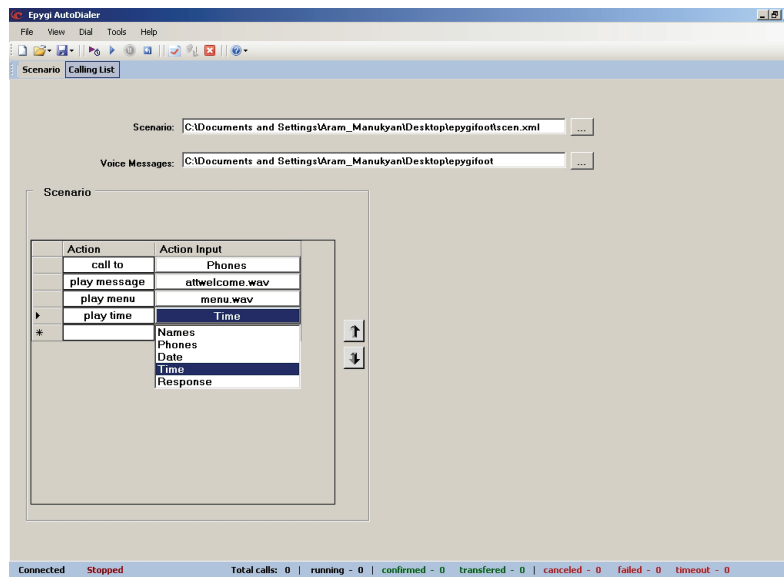
*PC HD Space Required:* 8MB

*Quadro IP PBX SW Releases:* 5.2.46 and higher, QX1000

## Performance Details

Maximum Auto Dialer concurrent calls/available licenses cannot exceed maximum total concurrent calls number on the specific Quadro (2x/2xi-12, 6L/4Li -16, 8L/12Li/26x/26xi-45, 32x-64, QX1000-300).

The Auto Dialer application requires the "auto dialer support" licenses to be enabled on the connected unit before the software can be placing calls to customers.



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