



# TeleVantage<sup>®</sup> Smart Dialer

*An Artisoft TeleVantage Add-on Solution*

Easily extend the capabilities of your TeleVantage phone system. TeleVantage Add-on Solutions are easy-to-implement, off-the-shelf applications designed to meet the unique requirements of call centers, marketing and sales organizations, and customer support personnel.

Artisoft's TeleVantage Add-on Solutions enable you to tailor TeleVantage to meet your custom business needs. The TeleVantage Smart Dialer is a perfect addition to any business with a call center. By automating the process of placing outbound calls, the Smart Dialer increases the productivity and efficiency of call center agents.

The Smart Dialer will pull phone numbers from a list one at a time, place the call, and hand the call to an agent. The Smart Dialer saves your agents time by easily managing large customer lists and ensuring that numbers are dialed correctly every time. The Smart Dialer also tracks agent availability, so calls are only placed when agents are free and ready to take calls. Every customer will be connected immediately to an agent – no silence or wait time will be heard.

Managing outbound calling campaigns is easy with the Smart Dialer. Simply set up the list of customers to call and the agents who will be handling the calls. Create shifts specifying the days and hours each agent is to receive calls. Then, let the Smart Dialer go to work. Agents will be kept busy handling the calls placed by the Smart Dialer, and all your customers will be contacted in no time. Perfect for prospecting new sales leads, notifying customers of new products or seasonal promotions, or conducting any call campaign.

Use the Smart Dialer with Goldmine for a completely integrated solution. Customer data is pulled directly from your database and a screen pop of the customer record will occur on the agent's desktop. Or supply your own data source, and the agent can view the customer's name directly in the TeleVantage Call Monitor, allowing agents to greet the callers appropriately.

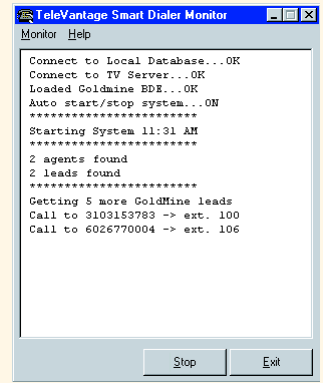
## What is included?

- Smart Dialer Administrator Utility
- Smart Dialer Monitor
- Installer
- Installation and configuration instructions

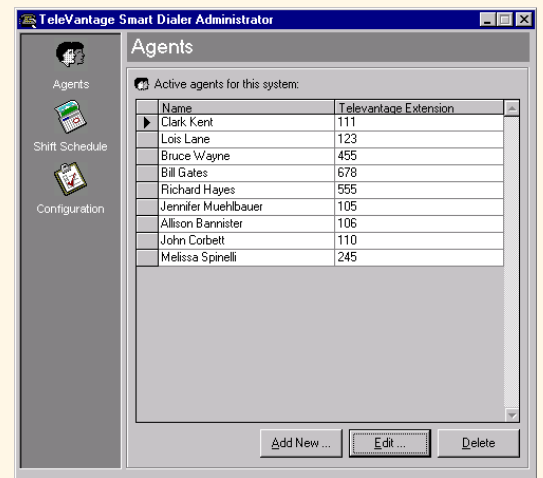
## Configuration Details

- TeleVantage 3.5 or 4.0 Service Pack 1 is required
- Monitor utility must reside on the TeleVantage server
- Administrator utility can reside on any networked PC
- If using Goldmine, Goldmine 5.0 or Front Office 2000 is required

Keep track of system activity with the Smart Dialer Monitor. A complete log of the activity is shown onscreen as it occurs. Easily see when calls are placed, which agent receives each call and more. Save the log to a text file for tracking purposes.



An easy-to-use Administrator utility is provided to set up the system. The utility allows you to define the shifts that specify the agents to call for each day and time period. Easily create shifts to cover all hours of the day depending on your specific business requirements. A configuration screen is included for simple system set up allowing you to define criteria for your data source, as well as other system settings. This utility can be run on the TeleVantage server or any networked PC, allowing easy management of agents and shifts.



The TeleVantage Smart Dialer is a must-have for any TeleVantage call center that wants to streamline agent activity and increase productivity. Get the Smart Dialer today to help make your business the best it can be.

## About Artisoft

Artisoft, Inc. is a leading developer of open, standards-based telephone systems that bring together voice and data for more powerful and productive communications. Designed specifically for small to midsize businesses, corporate branch offices, and call centers, Artisoft's award-winning TeleVantage delivers greater functionality, flexibility and value than proprietary PBXs. Artisoft's products and services are delivered worldwide through a dedicated and growing channel of authorized resellers. For more information, please call 800-914-9985 or visit our website, [www.artisoft.com](http://www.artisoft.com).



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