SPITFIRE PREDICTIVE

What is a SpitFire Predictive Dialer?

On a very basic level, OPC's SpitFire Predictive Dialer automates the total outbound dialing process.

This technology converts the manual dialing process agents were responsible for and automates it within a powerful computer with specialized software.

The SpitFire predictive dialer computer selects the person to be called, dials the number, waits for a human response, and passes a call on to an available agent line when it connects with a human voice. The dialer has the programmed intelligence to prevent non-productive calls from reaching the agent. Since the agent doesn't have to deal with busy signals, answering machines*, network messages, and "no answers," they are freed-up to take one "ready" call after another. The main reason for the increasing popularity of SpitFire's Predictive Dialers is their ability to dramatically increase the efficiency of your agent team by eliminating the dead time between calls.

Efficient Outbound Predictive Dialing

SpitFire Predictive tracks multiple events as it dials, including number of agents available, average talk time, dialing time, and more... and then it "predicts" when to call and how many calls to make, thereby reducing dropped calls and delivering live prospects to your agents efficiently.

Even Call Distribution

The system easily handles inbound calls, dispersing them evenly to available agents, minimizing customer on-hold times, and making sure all calls are answered promptly.

Multiple Campaign Capability

Simultaneously call multiple databases with different campaigns… and have the corresponding script for each campaign pop up with the contact info.

Time Zone Sensitive

Recognizes the time zone associated with any particular area code, and only dials during the times specified for that particular time zone.

Query-Based Dialing

SPD PRO with MySQL allows you to dial by customized query such as area code, zip code, age, and much more!

Remote Agent Capability

Route calls to Agents at home over local lines, or anywhere in the world using VOIP technology.

Robust Statistics on Screen

The system displays both campaign and all agent statistics easily. Multiple screens let you monitor the call progress in real-time as well as dispositions and results simultaneously.

Call Blending

Adjust the amount of incoming and outgoing lines based upon call flow.

Recognizes Answering Machines

SpitFire Predictive can recognize most of the answering machines on the market today, including Call Notes and other carrier-provided answering services. The sensitivity can also be adjusted to adapt as needed.

The system recognizes answering machines as well as fax machines, modems, SIT tones (Special Information Tones), and the sensitivity can be easily adjusted as needed!

Agent Pause - Agent Log Off

Agents can easily logout of the campaign if they need to take a break, without disrupting the dialing process for other Agents. Then easily log back in when they've returned!

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SpitFire Predictive Dialer Rackmount Server

SPITFIRE PREDICTIVE

SPD PRO FEATURES

MySQL Database Management - SPD Pro (SpitFire Predictive Professional) now offers a solution to managing large database files.

Have more than one telephony server? No problem, simply add a MySQL server and feed data to multiple SPD PRO servers while managing multiple campaigns. Fast, Reliable and easy to manage!

Query Based Dialing - Dial by Age, Income... whatever fields are in your database.

DNC Scrubber - Handles the largest National Do Not Call Lists in the shortest possible time.

HOT NEW FEATURES

Remote Agent Capability - Route calls to Agents anywhere in the world using VOIP technology.

Ultimate Transfer Efficiency - SpitFire Predictive Professional and MS Access versions allow you to dedicate transfer lines providing you with the most efficient utilization of your valuable telephone lines.

SpitFire Mortgage Lead Manager - Online Mortgage CRM & Loan Application! Loan officers can efficiently gather information for borrower, co- borrow as well as mortgage and property information, client notes and more! Administrator has the authority to assign prospects to agents & loan officers and even re-work and re-assign any leads that have not been worked with in a user defined period of time. Full Reporting and more all online!

Database Keystroke Interface - Connect your existing CRM or database application with SpitFire! Simultaneously send data from SpitFire Predictive to your CRM software side by side with SpitFire's Agent application.

*(Ask your sales representative for an **online demo**)*

*** Integrates with most Windows based applications.

Powered by
MySQL®

SPD SPITFIRE

SPD

SPITFIRE PREDICTIVE

## SpitFire Predictive Control Center

Preferences

- Allow Agent manual dialing
- Allow zip tones
- Allow call recording (Option)
- Allow Transfers (2 / 3 way call)
- Allow query- based dialing
- Failsafe (Not to dial outside certain times)
- Analog/digital compatibility
- Assigning specific lines for transfer/Manual dialing
- Ability to send URL scripting
- Interface with PBX (Check required \ Specs)

Real Time Statistics

- Lines/Agents
- Calls per Hour
- Transfers per hour
- Drop rate %
- System dispositions
- Agent dispositions
- List status (Available records)

ListMaker

- Import ASCII Comma Delimited, Tab or CSV text files
- Scrub against the internal No Calls list upon import and while dialing
- Automatic Duplicate Removal Upon Import
- Select data to be viewed by Agents
- Create Agent logins and passwords
- Skill based call routing
- Filter data / Sort / Print
- Compatible with Federal D.N.C file types
- ***New - Combine databases by exporting one into another or export to ASCII text file which can be used in other applications.
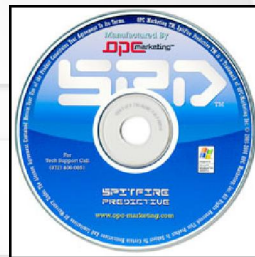
SPITFIRE

SPD

SPITFIRE
PREDICTIVE

**SpitFire Predictive
Control Center**

Agent Application

Agent Log On
- User Name & Password for Each Agent
- Skill Based Dialing

Dispositions
- 9 Customizable Disposition Fields
- D.N.C. Disposition Automatically update your local DNC List.

Updating contact information
- Adding notes
- Inserting information in 10 predefined fields
- Can Print Out client information from the Agent Software

Manual Dialing
- Agents Can Make outbound dials

Agent Call Transfer
- Transfer calls 2/3 way bridge
- Interface with a ASP application

ReportMaker

- Web based reporting (New)!
- Run Reports from anywhere in the world

Crystal Reporting
- Agent Performance by Week
- Agent Performance Summary
- Campaign Summary
- Campaign Summary by List
- Campaign Summary by Start and End Date
- Graphing Reports
- And Much More!

Server and Agent PC Component Descriptions

Rack-Mount Telephony Server

Pentium IV, 80GB Hard Drive, 1GB RAM, CD-RW, Keyboard, Mouse, Dialogic Boards. (Monitor <u>not</u> included)* Other configurations are also available.

OPC Agent Workstation

Celeron or better CPU
128MB RAM
40GB Hard Drive
CD-ROM Drive
Windows XP Home
Mouse and Keyboard
Integrated Video, LAN and Sound.
(Monitor <u>not</u> included)*

** Components are subject to changed based on product availability and system configuration***

DELL™ Agent Workstation

Intel processor
256MB DDR-SDRAM
30GB Hard Drive
CD-ROM Drive
Windows XP Home
Mouse and Keyboard
Integrated Intel Extreme 3D graphics
Integrated Audio
(monitor <u>not</u> *included,* system may vary slightly than those pictured)*

--equal parts may be substituted