



To Whom It May Concern:

*We are a business opportunity based call center located in the heart of downtown Phoenix. We started our business with a couple of analog lines, and have built up from there. Currently we are still considered a small call center by most standards, but do a large volume of outbound calls.*

*As we continued to grow and expanded we sought out a larger facility, the one we choose came complete with an automated dialing system. We of course were excited about the prospects of an automated dialing system. As we later learned the "Absolute Dialer System" was not without its problems. We spent a great deal of time and money doing upgrades, working with an outsourced technical support group and still unable to resolve the problems.*

*As a result we decided to perform an analysis of our business model, and find ways to improve upon the overall performance. Everything kept coming back to the automated dialing system. We found that down time and simply a poor system in place was costing us a lot of money, in addition our agents were spending a lot of time dialing numbers that should easily have been identified by the system as disconnected, answering machines, or simply not working.*

*After investigating the many dialer systems out there and after several demonstrations, one name was always being mentioned "Marketel Systems" We made arrangements to have one last demo before making our final decision. We wanted to be on the cutting edge of technology, but not have to spend a fortune to get there, after the demo we were sold on the product. After the last experience with technical support we were skeptical to say the least about customer support. We choose to go with the "Marketel Pursuit Dialer and Prospector Application". As it turns out the system was just right for our organization, it was priced right and met the expectations all the way around. The system was delivered ready to go, and without much effort the new dialer was in place and running within 24 hours.*

*Of course there were issues, bumps in the road as with any new product release, but the technical support team at Marketel Systems is simply amazing. They proved to be very knowledgeable, friendly and supportive. In fact I believe they could solve anything you throw at them. We have been using the Marketel Pursuit dialing system now for over a year with hardly any measurable down time. Our 20 agents are connecting to about 5-7 thousand calls a day. We are pleased with the system and look forward to yet another amazing year. I would suggest; that whether you are considering buying an automated dialer for the first time or you're an experienced call center looking for a reliable product, that you consider the Marketel System. The customer Support is where it all begins.*

William Beck IT Manager