



# marketel

MULTI-LINE DIALING SYSTEMS LTD.

## Virtual Display Version 3

The next stage of evolution for  
network integrated call centers



marketel

MULTI-LINE DIALING SYSTEMS LTD.



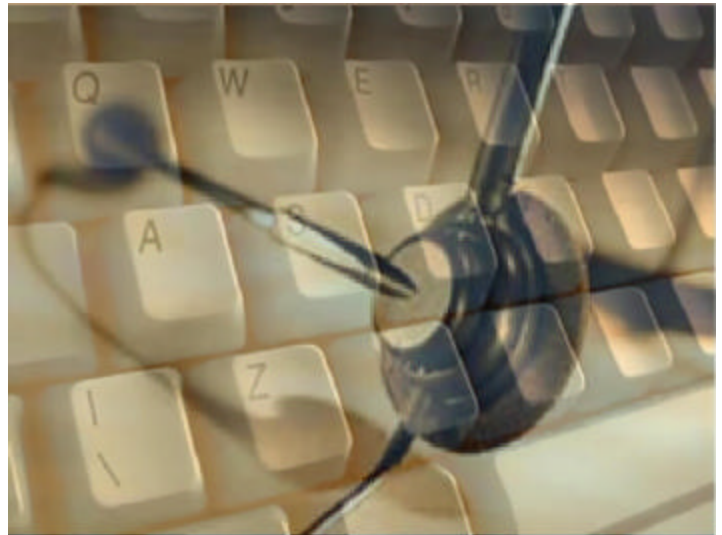
# Introducing Virtual Display Version 3

## Open Source Network Architecture for Call Centers

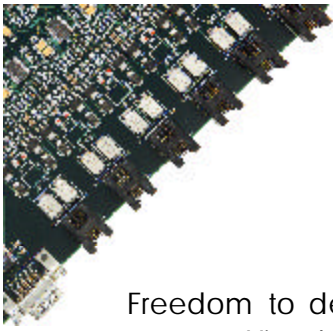
Once again, market demand has led MarkeTel Systems to respond to increasing requests for network integration with our predictive dialing technology. MarkeTel Virtual Display System meets these demands by providing a convenient and simple system to exist alongside current applications on the desktop. In a continuing effort to increase productivity, Virtual Display is also open source, allowing for complete freedom for integration into existing and new software systems so that every venture can improve data communications by customizing their interface.

The system works by first receiving update information from the dialer(s). The dialing software (Rapid Contact) then determines, who needs to be sent a message or status update and sends the right information, to the right person.

Virtual Display replaces the physical small screen interface classically used with MarkeTel products. This means lower purchase pricing to expand your call center. All that is required is a software license for the Virtual Display System. The client application and upgrades are free!



Virtual Display Version 2 introduced data entry capability, making entering data as easy as clicking the save button. Version 3 now introduces dynamic database field communication, timed callbacks, result entry and log on/off functions, windows socket communication, and many new user configuration settings such as defining hot keys and changing font sizing. MarkeTel has worked with clients to add these standard features and we also use our own technology allowing us to constantly improve our systems. If we have a need for functionality, our clients may as well!



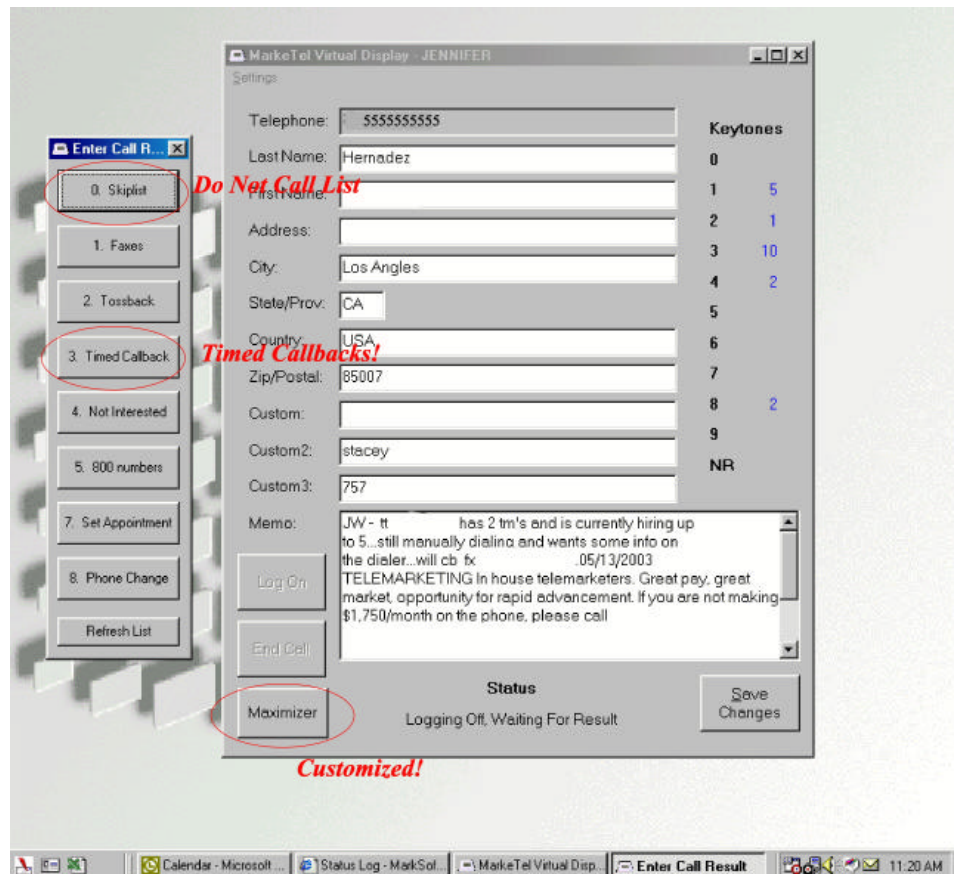
# Virtual Display Version 3

Freedom to develop your own personal integration is easy. MarkeTel Virtual Display System uses a Visual Basic control based around Windows socket communication, allowing for custom client software limited only to the imagination. Simply reference the control, and network communication will be right at your fingertips!

Development of custom solutions is simple, allowing screen pop-ups, database lookups, or new client screens using 3rd party software. The choice is yours! We'll even provide the technical details to help you.

A simple application runs on the operator computers that display the entire database (phonebook) record for the current call. A separate operator status area allows for the last call information to remain on the screen until the next connect. The manager has the ability to send direct messages to one operator or to send a global message to everyone on the system.

Virtual Display software also updates call result totals for each operator to allow them to see their progress in real-time.



Call results can be entered using the telephone keypad, or this can be bypassed to have Virtual Display take control of all of these functions. The predictive dialing system is the same so that there is no additional training required when using this method. This allows for other industry specific software to be used, but still enables automation to be introduced, as integrated solutions can be cost prohibitive.

Give us a call and we can show you how this might improve your productivity!