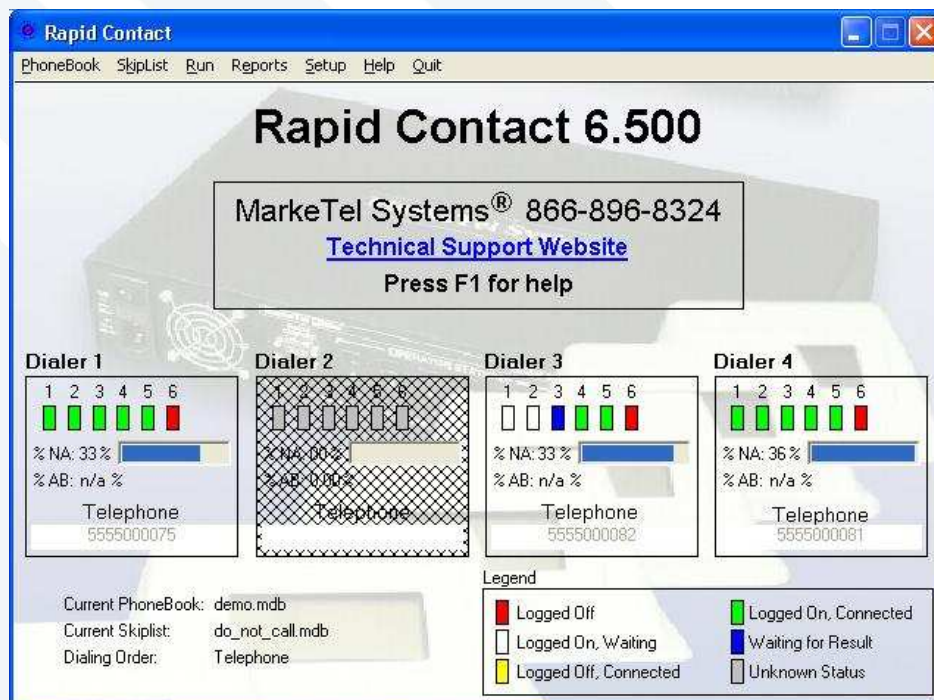


# Rapid Contact Version 6.X

*Performance Enhanced MKII Predictive Dialer  
Controller Software*

## Overview

Rapid Contact (RapidC), MarkeTel's predictive dialer controller software, designed for small to medium-sized companies, has been powering the MKII predictive dialer since MarkeTel's incorporation. In the evolution from a DOS to a Windows-based software application, many of Rapid Contact's exciting features have been added at the request of MarkeTel clients. Created by MarkeTel's Research and Development team and designed with the assistance of call center professionals like yourself, Rapid Contact has been precision engineered to become the effective, reliable productivity tool that it is today.



## Standard Features

- MarkeTel's patented keytone entry technology (US Patent 6,198,814) allows for quick call result entry.
- As soon as the dialer connects to a prospect, the call is immediately transferred to an agent at the first "hello", eliminating that annoying pause or delay prospects usually hear from agents using other systems!
- Managers can use the monitoring station to listen in to calls for quality assurance and training.
- Being a focused outbound system, only 8 lines are needed for 5 agents, which allows for continual savings on your phone bill.
- Easy to use set-up wizard, which walks you, step-by-step, through setting up your dialer. Online help (via the F1 key), plus internet resources, are also available as backup.
- Free access to our technical support website 24/7, which includes managers tips and tricks, tutorials, software downloads (available to clients with technical support contract), and the option to search our support database for troubleshooting.
- Full automation: Start the program and schedule your shifts without needing to press a single button.
- Easily send messages to agent displays.
- Set-up menus with easy to understand configuration options for maximum control.
- Low set-up and training time. Agent training takes just minutes!
- Do-not-call management: Download all of your do-not-call numbers into RapidC's "skiplist" folder and have the peace of mind of not having to worry about calling them. You will also not have to waste time or money scrubbing your call-lists each month. Rapid Contact runs a lightning-fast query with each phone number in the dialing queue before it is called to see if it exists in your "skiplist". If it does then it gets automatically skipped and will not be called.
- Automatic "Skiplist" (local do-not-call) capabilities using special call result type.

- Legend of agent status indicators on main screen for easy reference.
- User notification through every process of operations. Progress bars and animations to ensure the user knows the program is working hard.
- Multiple dialer report screens can be open at the same time. Watch all your agents in real-time.
- No Answer and abandonment rate for each dialer is displayed on the main screen, keeping you well informed.
- Password protection – restrict access to the system while dialing.
- Printable agent instruction sheets based on the phonebook's call result type (keytone) settings.
- Various speed setting options include:
  - Auto adjust speed settings: The software can automatically adjust your speed settings for you in real-time to maximize each dialer's performance. Auto adjust is capable of maintaining separate speed settings for each dialer, enabling accurate settings based on run-time conditions.
  - Set your abandon limit: Stay compliant with FCC rules and regulations. Setting the abandon limit helps determine how aggressively you wish to dial.
  - Option to switch to speed dialer mode when abandon limit has been exceeded. Once the abandon limit has dropped to the desired level the dialer will automatically switch back to predictive mode.
- Disable algorithm – this feature allows the system to act as a very powerful speed dialer with full do-not-call capabilities.
- Set your own dialing orders: Target areas of your call-list by setting your primary and secondary dialing orders. Dialing order options include: phone number, zip code, city, state, random, call result type, attempts, call day, or even custom fields as well as many more! Also includes dialing by time zones. This feature enables you to set the hours you wish to call into different time zones preventing you from calling after hours.

- Full manual call tracking: Full recording of manually called numbers to help you better monitor your agents.
- Field Programmable hardware – install hardware upgrades through software.
- Manage your phone data: Use split/merge or export commands to create the phone lists you need for your business.
- F1 help key: Pressing the “F1” key on your keyboard immediately pulls up the Rapid Contact Help File explaining the different areas of the program – automatically jumps to the relevant section of the help file, saving you from having to search for the information you need.
- Import call-result information (last call-date, result, number of attempts, etc) from existing phonebooks into a new phonebook.
- Maintain a database of area code + exchange information for which numbers are local 7-digit numbers ... used during import or as a separate program to change 10-digit phone numbers to 7-digit.
- Run queries to find important numbers from your last shift, or even from months ago ... all while still dialing!
- Import and export phone lists with ease.
- Easily merge phonebooks.
- Current phone number/zip code being dialed is displayed for each dialer on the main screen so that you can see which area of your phonebook you are currently dialing into.
- Real-time export/print: Have all of your sales/leads export real-time into a selected file, or send them to the printer for printing ... or have the software do both at the same time!
- Supports **data entry** with the Virtual Display™ add-on feature!

## Reporting Features

- View/save reports easily.
- Real-time statistical reports – view individual and total agent performances at a glance.
  - Time agent first logged on to the system.
  - Total time agent has been logged on (talking and waiting).
  - Total time agent has been talking.
  - Percentage time connected.
  - Average time taken by agent to log a result for a call
  - Time taken by agent to log a result for the last call taken
  - Total number of connects.
  - Breakdown of call results – see the total number of call result types logged by your agents.

Report Status: Dialer #1							
	BOB	JOE	MARY	SUE	FRED	OPER 1-6	Dialer # 1
Current Status	Logged On, Connected (0:19)	Logged On, Waiting (0:06)	Logged On, Connected (0:00)	Logged On, Connected (0:26)	Logged On, Connected (0:17)	Logged Off	Print All
							<b>Totals</b>
First Log On	12:55:30 PM	12:55:19 PM	12:55:21 PM	12:55:30 PM	12:55:23 PM		
Time Logged On	02:39:47	02:39:49	02:40:23	02:39:27	02:40:02	00:00:00	13:19:28
Time Connected	01:51:26	01:50:36	01:52:30	01:51:33	01:51:16	00:00:00	09:17:21
% Time Connected	69.74%	69.20%	70.14%	69.96%	69.53%		69.72%
Last Keytone Time	00:00:02	00:00:02	00:00:02	00:00:02	00:00:02	00:00:00	
Avg Keytone Time	00:00:03	00:00:03	00:00:03	00:00:02	00:00:03		
<b>Keytone Results</b>							
<b>Keytone</b>							<b>Totals</b>
Skiplist	28	28	29	30	30	0	145
	0	0	0	0	0	0	0
	0	0	0	0	0	0	0
Tossback	75	100	84	92	79	0	430
Not Interested	91	90	85	83	85	0	434
	0	0	0	0	0	0	0
Disconnected	34	28	38	24	38	0	162
Sale/Lead	11	12	6	10	8	0	47
	0	0	0	0	0	0	0
	0	0	0	0	0	0	0
No Entry Made	0	0	0	0	0	0	0
	0	0	0	0	0	0	0
<b>Totals:</b>	239	258	242	239	240	0	<b>All Total</b> 1218



## New Features

- Mix local and long distance numbers in the same phonebook.
- Archive duplicate phone numbers that did not get imported into your phonebook for refund from your list supplier.
- Add alternate phone numbers “on-the-fly” (Virtual Display™ only): Allows agents to request to add an alternate phone number for a contact. If added, the agent can choose to have the new number called immediately by the dialer after the current call has been dispositioned.
- TeleBlock® internet call blocking integration: With TeleBlock®’s new internet call blocking feature, you can have all of your do-not-call numbers stored in a single location, blocking calls with a lightning-fast internet query.
- Fully user-defined import and export phone data.