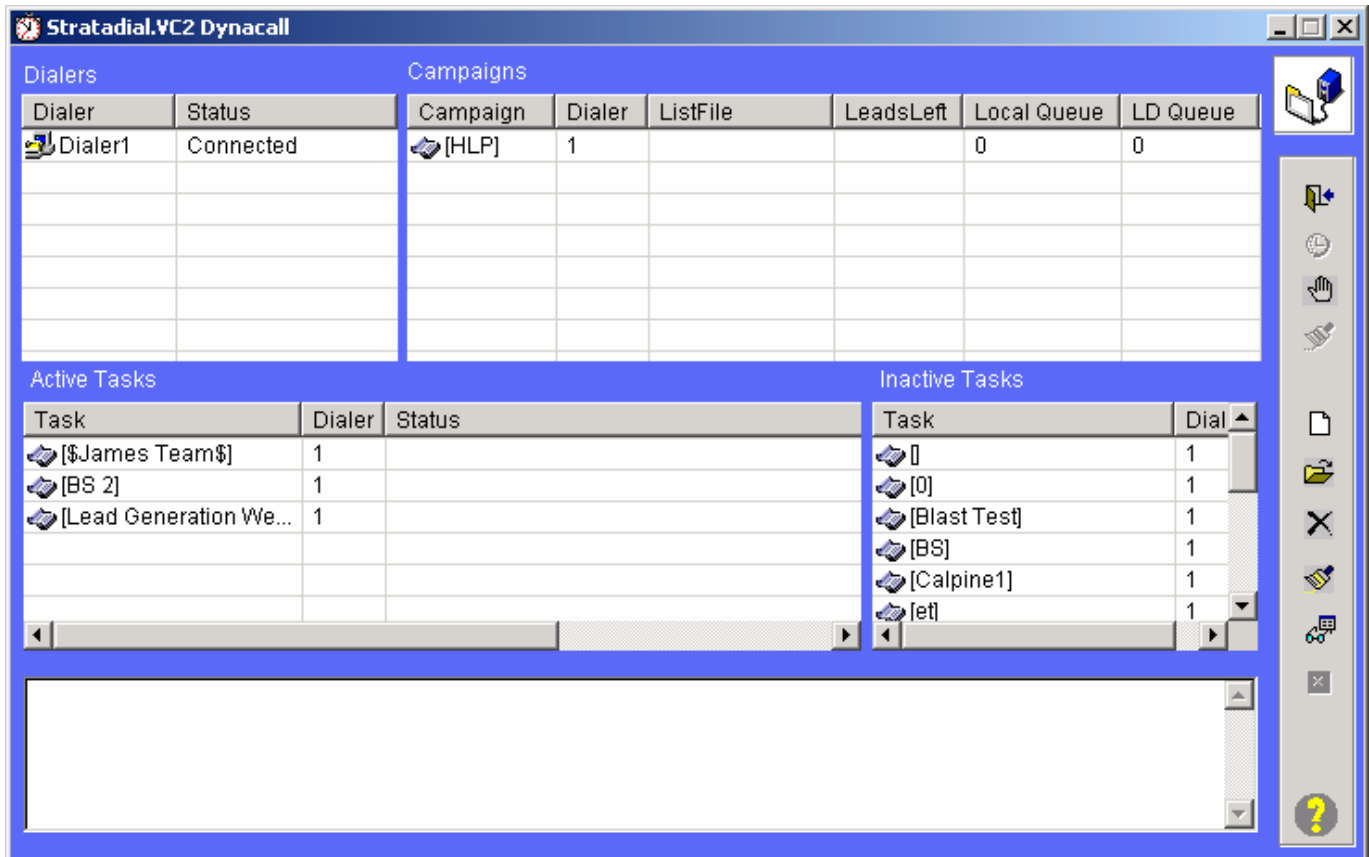


Product Release

DynaCall – Call Center Assistant

DynaCall, the call center assistant, is an application that works in conjunction with **StrataDial.VC2®**. It provides call center managers with the tools they need to dynamically manage their call lists, as well as increase call list penetration and efficiency.



There are several features of **DynaCall** that make its benefits second to none. The following outlines these in some detail.

Intuitive Calling Strategy

DynaCall allows you to outline your calling strategy by setting-up tasks for each campaign. Tasks allow you to set start and stop times, select specific leads and recall leads on a predetermined strategy (i.e. recall Answering Machines only after 4 hours and Buses in 5 minutes). With the introduction of the lead call counter, you can control the number of times you want to recall a specific lead. This and many additional controls allow you to focus on calling the better leads quicker.

Automatic Time Zone Management

DynaCall can be set to cycle through a variety of time zones automatically, thus eliminating the risk of calling certain states at inappropriate times of the day. This setup is simple and quick. It also allows enhanced list penetration by calling certain time zones at times when prospects are more likely to be there to answer the telephone.

Quota Based Dialing

Specific call lists can now be assigned with up to two different quotas (each based on a specific Term Code). When these quotas are met, **DynaCall** will automatically move on to the next call list. Quotas are easily set and determined on a call list basis.

Call List Query Management

DynaCall no longer requires you to create call lists because it does it on its own based on a Task Query Manager. Queries include the term codes you wish to dial as well as any other field parameters you desire to include. For example, you can select all of the leads from five different cities or all of the leads with an area code of 713 or you can even exclude all of the leads on a certain street. Once a call list is completed, all of its term codes are updated to the Campaign Results tables and a new list is created and provided to the dialer -- in a matter of seconds!

Real-Time ODBC Connectivity

DynaCall can also import leads dynamically from any ODBC database and include them in your call list query. For example, if you keep all of your corporate data in an SQL table located on another server connected to the server, **DynaCall** can retrieve the records you have set forth in your Task Query Manager. This provides you with a truly powerful Call Management System with open data connectivity.

Minimum System Requirements

Operating System:	Windows 98, 2000, or XP
CPU:	Intel Pentium or Celeron 1.0 GHz 256MB Ram 20 GB Hard Drive
Network:	10/100 Base-T network card