



marketel
MULTI-LINE DIALING SYSTEMS LTD.

MKII Predictive Dialer

Task Focused Dialer
Superior Performance

MKII Predictive Dialer

Task Focused Dialer – Superior Performance



Overview

Every Predictive Dialing system requires a method of conducting telephone line switching tasks. Most Predictive dialers use 3rd party telephony hardware that utilize different computer drivers some of which may be hybrid DOS/Windows mixed systems. These 3rd party solutions were designed as generic solutions so that they can be used in a wide variety of applications for a wide market base.

MarkeTel Systems Ltd. MKII Predictive Dialer is designed specifically for the predictive dialing environment allowing the perfect mix of hardware automation. The MKII Predictive Dialer performs all telephone line switching, dialing, and call progress function inside electronic hardware designed specifically for Predictive dialing. This allows us to custom tailor functions for maximum performance to increase call center productivity.

The MKII utilizes MarkeTel's patented (US Patent 6,198,814) keytone entry technology eliminating the need for expensive computer networks in Predictive Dialing. Operators simply press a digit on their telephone keypad to indicate a call outcome. This allows operators to flow seamlessly from one call to the next. This simple entry method allows reduced operator training time from hours to minutes, increasing productivity and reducing the expense of employee turnover.

Features

- Patented keytone entry technology (US Patent 6,198,814) – no computer network required. Can operate from a single desktop or laptop computer!
- 8 analog telephone ports
- 6 operator ports
- Uses normal analog telephones – this allows complete purchasing flexibility for choosing desktop or headset telephones from the supplier of choice
- call monitoring – any operator port can be used to monitor other operators for training
- Portable system – can be packed up and moved in minutes. This allows for a very powerful system when using a laptop. Move to a new location with ease.
- Easy installation – 15 minute installation time. Plug it in and its ready to dial
- Software upgrades – Hardware functions can be upgraded through software keeping you up to date
- Hardware call connection – the hardware chooses which operator to connect a call to allowing increased performance.
- Immune to “Telezappers” – devices intended to fool dialing equipment has no effect on the MKII

- Uses MarkeTel Display system – 4 line displays allow operator to see contact information



- A complete solution!

