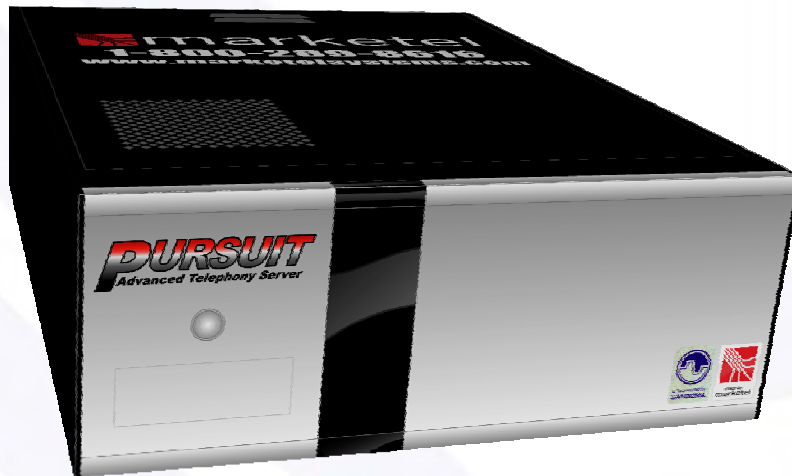




Pursuit

Advanced Telephony Server

Pursuit - Advanced Telephony Server



Overview

The MarkeTel Pursuit - Advanced Telephony Server is a task-focused predictive dialer, designed and built for contact centers of all sizes, complete with the option to integrate with digital, analog or VoIP phone lines.

Installation is a snap that involves connecting the Pursuit to the manager's computer via an Ethernet connection and plugging the operator stations and phone lines into the ports on the telephony card located at the back of the server.

Communication between the Pursuit and Prospector is accomplished over a TCP/IP network, giving you the option to have the Pursuit dialer on-site, or stored in a remote location.

The Pursuit comes complete with the option to have computers in front of your operators or just a telephone. Using MarkeTel's patented (US Patent 6,198,814) keytone entry technology, operators can log on and off the system and enter results for each call by using the telephone keypad on their SIP phone. Caller information is displayed on the telephone's LCD, enabling operators' to see all pertinent information.

The Pursuit predictive dialer is driven by Prospector, its controller software to complete the ultimate predictive dialing suite, increasing the performance of your operators and your contact center. Resources are pooled with all phone lines being shared with all operators optimizing your calling campaigns by maximizing your operators' talk-time.

Features

- Integrates with analog, digital and VoIP phone lines.
- Highly configurable – chose your operator/phone line configuration to optimize your campaign.
- Voice menu, which includes:
 - Begin dialing
 - Making a manual call
 - Agent call monitoring
 - Administrative options
- Voice menu is controlled by operator permissions.
- No need for operators to use computers! Only requires a SIP phone.
- Option for operators to use hard or soft SIP phones with a computer.
- Communicates via TCP/IP network access enabling remote storage.
- Large scalability – have as many operators and phone lines as you desire.
- Portable system – can be packed up and moved in minutes. Move to a new location with ease.

- Call monitoring – Listen to your operators on live calls and even have the capability to “whisper” when training.
- Immune to “Telezappers” – devices intended to fool dialing equipment has no effect on the Pursuit.