



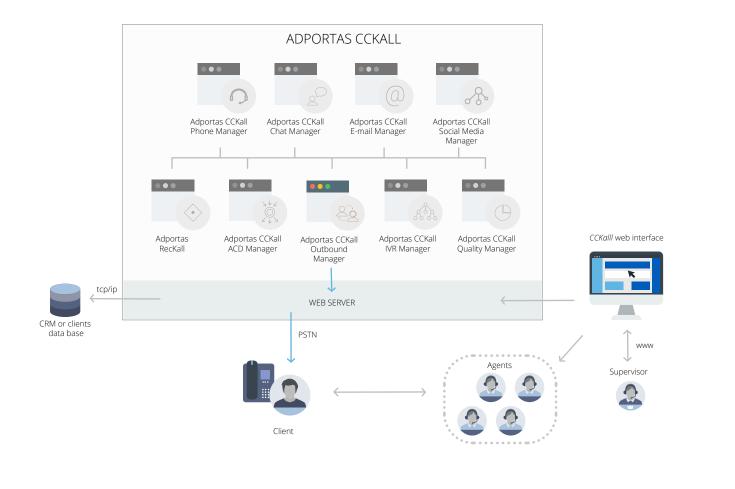


Automatic telephone campaign dialer

1. Description.

Adportas CCKall Outbound Manager is a management and administration solution for the elaboration of telephone campaigns with preconfigured parameters using .CSV format listings. This system is comprised of four main elements: campaign administrator interface, campaign reports interface, agent interface and client web interface displaying information of current call. Once a campaign has been designed, it may be accessed by participating agents to make the system dial the numbers on the corresponding client database, starting with the least dialed of those numbers unable to be contacted. Once a call has been answered by the client, it is redirected to the agent with the longest idle time and the client will be marked as contacted.

2. Adportas CCKall Outbound Manager architecture.





3. Adportas CCKall Outbound Manager main functionalities.

3.1 Campaign programming.

- Adportas CCKall Outbound Manager can program telephone dialing campaigns by entering parameters such as:
 - a. Campaign date and time range (beginning and ending).
 - b. Telephone number database (via preconfigured .CSV file).
 - c. Possible participating agents.

Campaign creation view

Name	Assigned Agents	Augila	ble Agents	_
CallBack	Assigned Agents	Availa	ble Agents	
Description Date and time: Start 22/09/2017 16:30:00 Date and time: End 22/09/2017 18:30:00 Status Select Vpload clients Add file CREATE		ADD DELETE	103 - Mesa-Corp Sandra Arias 106 - RM-PIA Claudia Moraga 108 - Los Lagos - Alberto Fuenzalida 110 - Fernando Lizana 123 - RM-PIA Lupe Godoy 235 - Fanuel Peñaloza 273 - Francisco Melaza 300 - Manuel Gómez 301 - Martín Moraga 302 - Alberto Rubio 303 - Mae Yon 304 - Frany Silva 310 - Mabel Áivarez 402 - Polonio Armijo 823 - Loreto Nieto Farías 824 - Diego Fernandez 825 - Salar - Fabio Casas 934 - Patricia Estuardo 2928 - Miguel Cabezas 2918 - Casa Alta - Andrés Lindt 29303 - Marisol Oyarsún 29304 - Fabián León Soto 30088 - Gracia María del Canto 304999 - Meissa Estuardo	

3.2 Uploading .CSV file.

The administrator can create a campaign by loading a database in .CSV format.

Description				103 - Mesa-Corp Sandra Arias 106 - RM-PIA Claudia Moraga	
Regi				108 - Los Lagos - Alberto Fuenzalida	
100 C				110 - Fernando Lizana	
				123 - RM-PIA Lupe Godoy	
				235 - Fanuel Peñaloza	
		📵 🚐 🛚 Adportas ContactKall 🛛 🗠 - Mozilla Firefox			
SE				300 - Manuel Gómez	
Date and time: Start		i 10.201.191.74:8080/PortalContactCenter/subirCSV.jsp	🥐 🔫		
22/09/2017	16:30:00			302 - Alberto Rubio	
22/05/2017	10.50.00			303 - Mae Yon	
Date and time: End		Upload clients file		304 - Frany Silva	
				310 - Mabel Álvarez	
22/09/2017	18:30:00	Browse No files selected. UPLOAD	SAVE	402 - Polonio Armijo	
		In the selected of toright		823 - Loreto Nieto Farías	
Status				824 - Diego Fernandez	
Select	~			825 - Mónica Nora Pérez	
				826 - Salar - Fabio Casas 934 - Patricia Estuardo	
Upload clients				2928 - Miguel Cabezas	
				2928 - Miguel Cabezas 29183 - Casa Alta - Andrés Lindt	
Add file	Ð			29183 - Casa Alta - Andres Lindt 29303 - Marisol Oyarsún	
				29304 - Estefanía Mena	
CREATE)	29305 - Hugo Candias	
CALDITE				29306 - Fabián León Soto	
				30088 - Gracia María del Canto	
				34999 - Melissa Estuardo	
				35000 - Gino Godoy	
				ssoon and addey	_

© Adportas 2017, all rights reserved. v.0.1.0 / Cisco is a registered trademark of Cisco Systems, Inc.



Active campaign view: ∩⊠₽&≡◇●&2 ⊘ ■ 🤕 ୯ **CCKall** arch filter CCKall Name CAMPAIGNS Registers per page End date Delete Name Description Start date Status 15 22/02/2017 13:30:00 22/03/ 2017 20:30:00 CallBack Returned calls due to overload active 22/04/2017 11:30:00 22/06/ 2017 16:30:00 Charges September charges active search Q CREATE CAMPAIGN

3.3 Pausing campaign.

Allows an administrator to pause a campaign in progress if all agents logout.

3.4 Registration on database.

Every call made to a client will be saved in a database along with date, time and contact number on the corresponding agent's records.

3.5 Web service.

Adportas CCKall Outbound Manager can be configured so that if an agent receives a system-generated call, the agent will then consume a web service providing the current call's data (e.g., ID number) from its associated database. The web service will then return an XML with all data desired for display on the web interface (e.g., client name, ID number, address, account balance, etc.).

3.6 Ease of campaign.

If needed, the active agent will receive a window on his desktop containing information from the client in question, and will additionally mark this call as pending, successful or canceled, for an improved recount of the work done.

Information of contacted client

Contacted clie	nt personal data				
First name:	Jason		Balance:	\$92.827	
Last name:	RXXXXXXXX		Number of paid payments:	8	
ID:	21XXXXXXXX			01 -01-2017	
Age:	27		Late payment fees:	\$	
rige.	27 years		Monthly payment:	\$	
Marital status:	Single		(*) Select type of call:	Successful 💌	
Address:	XXX		Client agrees to personally pay his		
City:	XXX	ZIP Code:	debt as soon as		
State:	XXX	XXX	Notes: possible		

3.7 Campaign reports.

Allows the supervisor to view the activity of a particular campaign, showing statistics for later management:

- a. Total base of dialed numbers
- b. Quantity/percentage of total dialed numbers
- c. Quantity/percentage of calls effectively answered
- d. Effectiveness per period (day or date range)
- e. Index per agent

Requirements

Minimums:
Dual core processor
RAM: 8GB
Drive: 500 GB
Form factor 1U

Adportas CCKall hardware requirements

10 to 50 licences	100 to 400 licences
CPU: Quad core or higher	CPU: Hexa core or higher
RAM: 16 GB or more	RAM: 24 GB or more
Drive: 500 GB or more	Drive: 1 TB or more

Carmen Fariña #6669, 7640557 Vitacura, Santiago, Chile. Phone: (+562) 2413 45 00 Fax: (+56 2) 2413 45 01 www.adportas.com

