



adportas CCKall

Outbound Manager 8

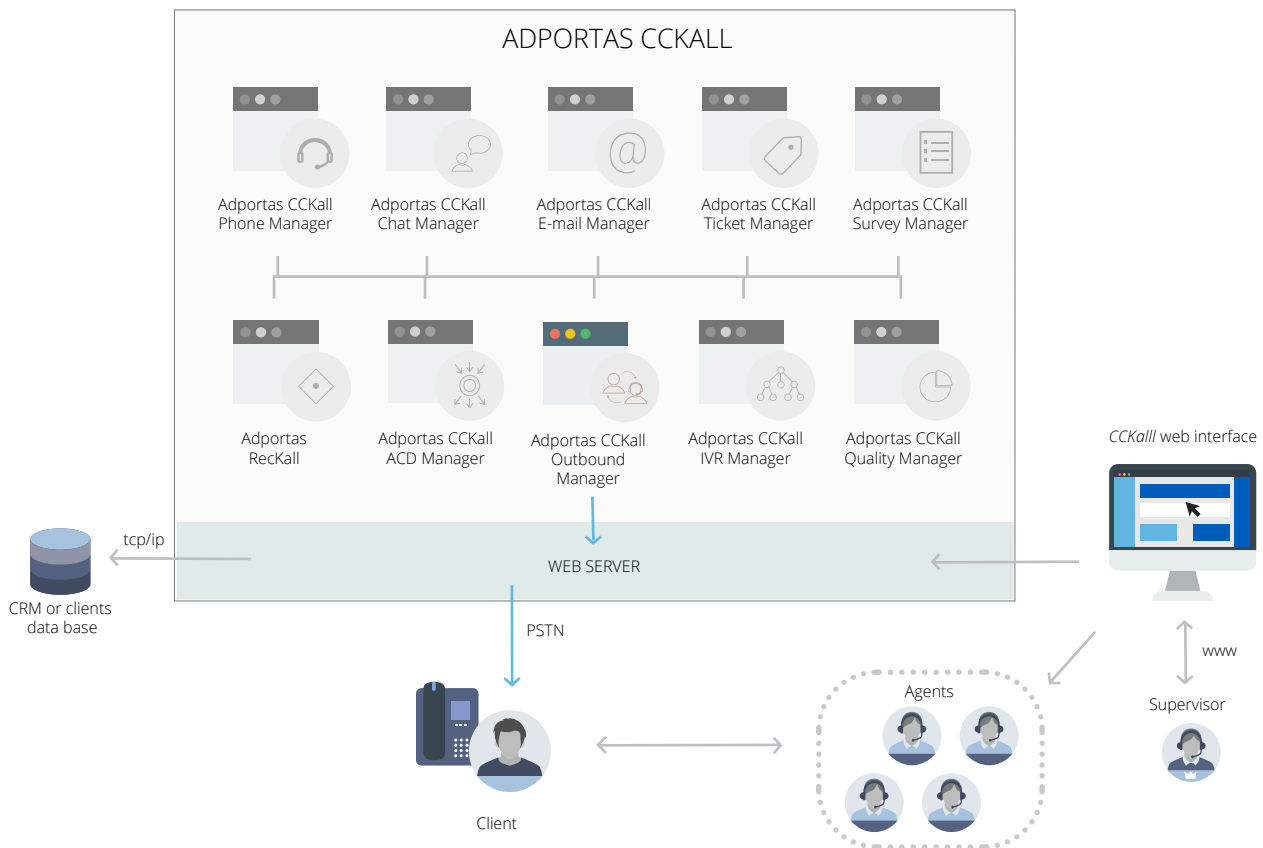


Automatic telephone
campaign dialer

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.



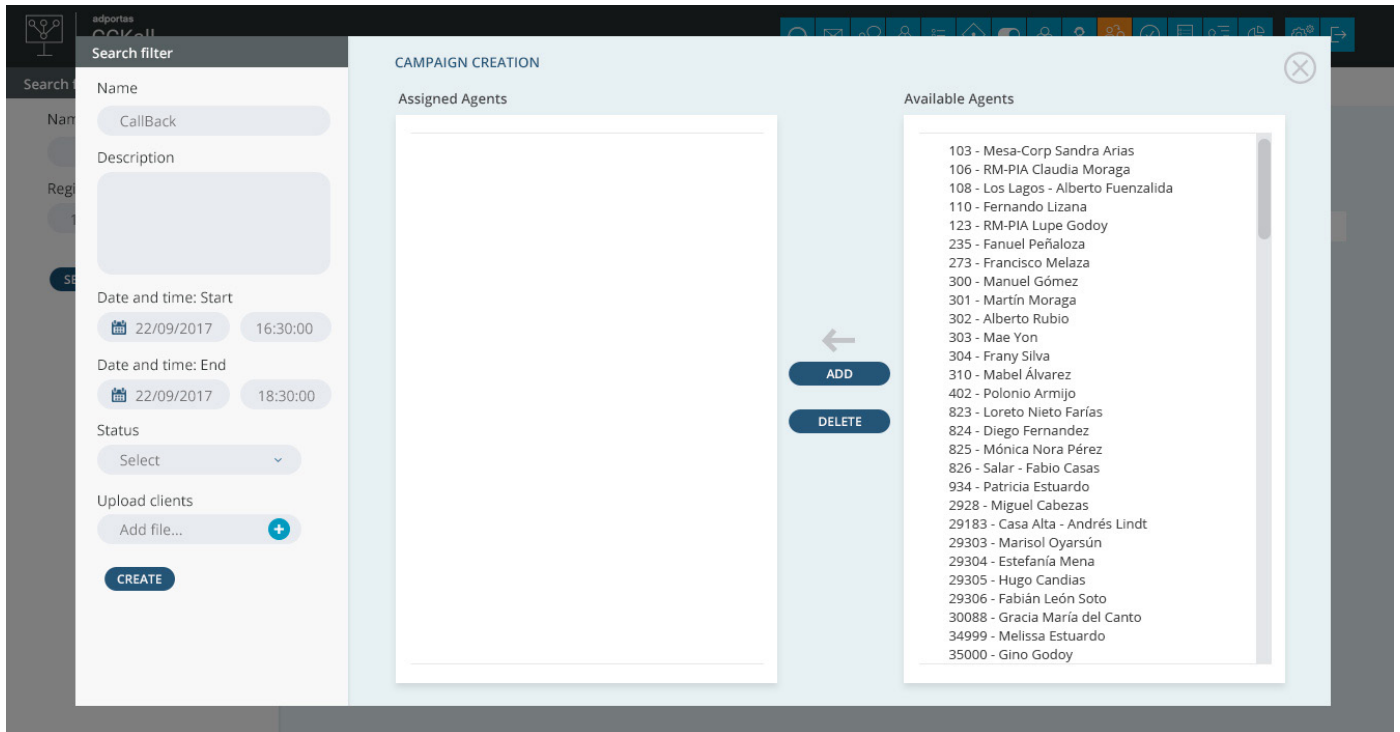
3. Adportas CCKall Outbound Manager main functionalities.

3.1 Campaign programming.

Adportas CCKall Outbound Manager can program telephone dialing campaigns by entering parameters such as:

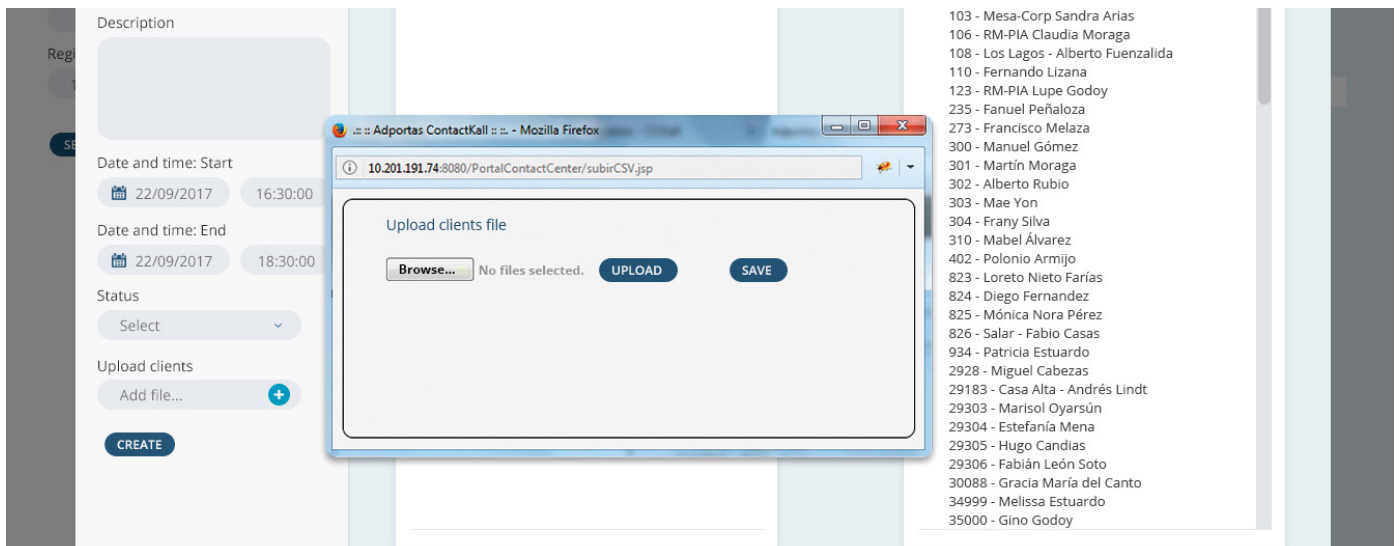
- Campaign date and time range (beginning and ending).
- Telephone number database (via preconfigured .CSV file).
- Possible participating agents.

Campaign creation view



3.2 Uploading .CSV file.

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



Active campaign view:

The screenshot shows the 'Active campaign view' in the CCKall Outbound Manager. On the left, there is a search filter with fields for 'Name' and 'Status' (set to 'All'), and a 'SEARCH' button. Below the search filter, it says 'Results: 3'. The main area displays a table of campaigns under the heading 'CAMPAIGNS'. The table has the following data:

Name	Description	Start date	End date	Status	Edit	Delete
Callback	Returned calls due to overload	18/06/2019 07:30:10	Undefined	Active		
Awards and surprises	Promotion: 234	18/06/2019 09:30:00	28/06/2019 09:30:00	Active		
Post Attention	Agent evaluation	18/06/2019 11:00:30	18/09/2019 11:00:30	Active		

Below the table, there is a 'CREATE CAMPAIGN' button.

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 client personal data				
First name:	Jason		Balance:	\$92.827
Last name:	RXXXXXXXXX		Number of paid payments:	8
ID:	21XXXXXXXXXX		Date of last payment:	01-01-2017
Age:	27 years		Late payment fees:	\$
Marital status:	Single		Monthly payment:	\$
Address:	xxx		(*) Select type of call:	Successful ▾
City:	xxx	ZIP Code:	Notes: Client agrees to personally pay his debt as soon as possible...	
State:	xxx	xxx		

3.7 Campaign reports.

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

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

Requirements

Minimums:

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

Adportas CCKall hardware requirements

10 to 50 licences

CPU: Quad core or higher
 RAM: 16 GB or more
 Drive: 500 GB or more

100 to 400 licences

CPU: Hexa core or higher
 RAM: 24 GB or more
 Drive: 1 TB or more