

Outbound Auto Dialing-Flowchart

Auto Dialing dials phone lists to deliver messages and/or get responses

...and...

Predictive Dialing dials phone lists and transfers live calls.

Below are examples of our 6 available Outbound Campaigns. Just use your imagination to apply your needs:

Campaign #1:

Campaign #2:

Campaign #3:

Campaign #4:

Campaigns #5 & 6:

| Delivers only a message. | Requires a key pressed before hearing message. | Requires a response by pressing the 1 or 2 key. Ends when reaches criteria. | Requires either VOICE or TOUCHTONE responses. Asks 1 to 10 questions. | Transfers to live operator: * #5-transfers if key pressed #6-transfers automatically. |
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| System calls a telephone #. Telephone is answered. | System calls a telephone #. Telephone is answered. | System calls a telephone #. Telephone is answered. | System calls a telephone #. Telephone is answered. | System calls a telephone #. Telephone is answered. |
| <p>“Hello, this is John Smith with the Community Church Youth Club. I’m calling to remind you that Friday night at 7 o’clock we’re having a concert and pizza party at the church. We hope to see you there. (Option to repeat message.)</p> <p>Hangs up & continues calling.</p> | <p>“Hello, this is the principal of Johnson County Schools. I am calling the parents of a child enrolled at our school. Please press 1 to hear this important message.” (The 1 key is pressed) “Your child has been reported absent from our school today. State law requires that we promptly notify the parents of absentee students. To contact our office, call 456-1234. Thank you.</p> <p>Hangs up & continues calling.</p> | <p>“Hello, this is the banquet department at the Geneva Hotel. We are calling our waiters and waitresses to inform them of a job available on Tuesday, from 6 pm to 11 pm. If you can report to work at that time, press 1, if not, press 2.” (Responses are logged and calling continues until a preset number of positive responses is reached.)</p> <p>Hangs up & continues calling.</p> | <p>“Hello, we hope you can participate in a political survey that will take less than 2 minutes of your time? If yes, please press 1 to listen to the first of 5 questions.” (The 1 key is pressed) “If you’re Republican, press 1, if Democrat, press 2, if Reform, press 3, or if independent, press 4.” (Logs response then goes to the next question.) If you would like us to mail you voter information, please say your name and address after the beep. (beep)</p> <p>Hangs up & continues calling.</p> | <p>“Hello, this is John Smith with the ABC Company. We are calling our loyal customers to inform them that a new shipment of widgets has finally arrived. If you wish to speak to a sales person now, please press 1 or if you prefer to leave us a message, press 2.” (The 1 key is pressed) “Please hold while we connect your call.” (The call is then transferred to any telephone number you designate.) *</p> <p>Hangs up & continues calling.</p> |

Note: You may record a different message (or hang up) if you get an answering machine.

* Callers may transfer to other telephone numbers if you have “3-way calling” or “Centrex” telephone service.