

# Predictive Dialer Overview



*Working Capital Optimized*

## Predictive Dialers

A predictive dialer is a telephone-based work management tool that works through the contacts in your system files/database to automatically dial batches of phone numbers simultaneously. It monitors the answers to the calls and discards those that go unanswered, busy numbers, disconnected lines, answers from fax machines or answering machines, and similar automated services.



The predictive dialer only connects the calls answered by a person to our waiting representatives, thus dramatically increasing the time an agent spends communicating rather than waiting while they manually dial telephone numbers and subsequently listen to ring tones.

## Features and Benefits

Utilizing a predictive dialer program through a third party provider, such as RMS, provides maximum efficiency and minimizes costs through:

- **Increased Productivity**
  - Standard dialing results in 80% wait time and only 20% communications
  - Predictive dialers results in just 20% wait time and 80% communications for a 300% increase in productivity!
- **Cost Savings**
  - Pay dialer 'volume' rates versus per minute standard telephone rates
  - Get the benefits of utilizing advanced systems and hardware without the costs and support requirements

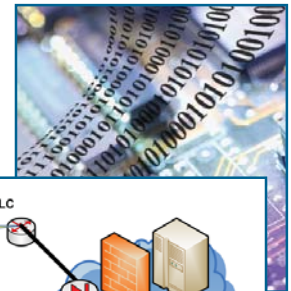
## A Dedicated Systems Team

By having a technology group of RMS associates exclusively assigned to the dialer program, we have created an environment and system that provides superior performance. From training to potential issues such as latency in voice/data transmissions or telecom quality, everything is monitored

continuously to pro-actively identify issues before they can manifest themselves. Regularly scheduled reviews looked at against predetermined benchmarks prompts adjustments and changes. RMS provides 24/7 system availability and support.

## Remote System Configuration

RMS' Predictive Dialer system is located and maintained within the United States. Our offices worldwide access it via either an Internet Protocol Secure Tunnel (IPSec Tunnel) with authentication and encrypting



of each IP packet or data stream, or through an International Private Leased Circuit (IPLC) providing a direct point-to-point communications link. Access to the dialer system itself is then restricted and secured behind a redundant firewall configuration.



## Your Campaign

Management and control of individual campaigns is done from within each RMS call center. The on-site collection team will efficiently match the dictates of your application to the functionality of our centralized dialer system and then integrate it with the local collection platforms and telecommunications programs available. This custom blending of the application requirements to internal and external systems optimizes the functionality and minimizes your costs. Performance reporting and analysis are regularly created and reviewed to identify gaps or issues, so that changes are implemented to maintain optimum performance.

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