

Avaya™ Predictive Dialing System (PDS) and AMTELCO eCREATOR

Simplifying agent scripting for contact centers

AMTELCO's eCreator is the first browser-based scripting and campaign management application specifically designed to meet the needs of blended call centers. eCreator utilizes the most advanced web technology, harnessing the power of these advancements while supplying an unparalleled level of ease in terms of usage and administration. With simple drag-and-drop script creation using a palette of pre designed response elements and an intuitive graphical interface, complex scripts are easily created and automatically popped to agents during calls. And eCreator is completely scalable to meet the needs of any contact center, regardless of size or geography—eCreator can support multiple sites, branch offices, and remote agents.

Ease of integration with Avaya PDS

eCreator integrates at the agent desktop with the Avaya Predictive Dialing System (PDS) using AMTELCO's eCreator PDS Agent. The eCreator PDS Agent, with its embedded browser, is provides seamless integration and information transfer between the two applications using a web browser agent interface to:

- Provide PDS call control functions to the agent using the eCreator PDS Agent application.
- Associate PDS inbound, outbound, blended, and managed jobs with eCreator scripts.
- Automatically Pop the associated eCreator script to the agent as PDS calls are directed to them.

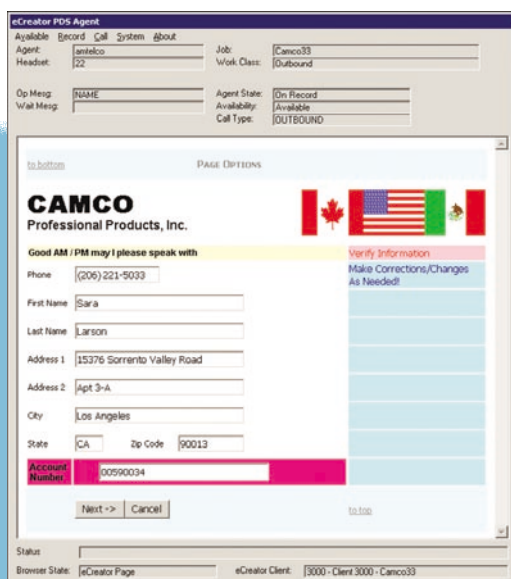
- Pass information for each call from the PDS Calling List into eCreator to populate script and database fields.
- Pass information from eCreator into PDS to update PDS Calling Lists with items such as Do Not Call status, Recall status, and Completion Codes.

Complete flexibility

Unique eCreator scripts can be created for any call center application or client campaign—there is no limit to the number of eCreator scripts a call center can build and use! Each script can include multiple pages of data collection fields, including automatic validation such as phone number masks and credit card number masks for all the major credit cards. Each page can include selection and navigation functions such as drop menus, radio buttons and pick lists, and sophisticated database functions that enable agents to automatically look up and store information in a database using any Open Database Connectivity ODBC-compliant database.

Easy to learn—easy to use

Agent scripts projects can be created without HTML coding or other programming knowledge. eCreator Supervisor provides script designers with a Campaign Creation Wizard, a graphical presentation of script branching with drill-down navigation capability, and a flexible palette of Response Elements that simplify nearly every scripting task. The eCreator Response





About DevConnect

The Developer*Connection* Program (DevConnect) is a comprehensive set of innovative sales, support, marketing and services programs through which Avaya works with members to develop, promote and sell their products and solutions that interoperate with Avaya solutions.

Member benefits may include:

- Discounted Avaya development hardware and software
- Joint participation in media relations and sales assistance
- Introduction to Avaya VARs
- Avaya participation at member events and member participation at Avaya events
- Use of the Avaya DevConnect logo

For more information, visit DevConnect at www.devconnectprogram.com.

Elements are pre-designed programming objects such as data collection fields, navigation functions, database connections, and page layout components that can be dragged onto script pages to easily customize script functionality to meet the diverse needs of the call center.

Database Integration & Connectivity

eCreator is designed to integrate with all industry-standard databases.

Reporting

eCreator includes sophisticated reporting tools that use the power of ODBC database computing to provide data mining capabilities as well as access to the information gathered as agents process calls.

About AMTELCO

AMTELCO's third-generation eCreator system has been integrated with Avaya Predictive Dialing System (PDS) to provide a user-friendly browser-based scripting and campaign management tool.

AMTELCO has been a leading provider of innovative customized contact center solutions for more than 25 years. With a strong background in both the contact

center and telephone answering service industries, AMTELCO's primary focus has always been to design systems that offer solutions for enhancing customer service, improving agent productivity, and reducing costs, resulting in increased profitability. Today, AMTELCO's specialized Contact Center Innovations are recognized throughout the industry for reliability, integrity, and trouble-free operation.

AMTELCO also designs, manufactures and markets a wide variety of PC, PCI and CompactPCI switching boards to specialized computer-based development companies throughout the world.

AMTELCO solutions are used in contact centers, equipment developers, telephone companies, major universities, corporations, TAS, paging companies, health care institutions, and executive suites.

In addition, AMTELCO has received more than 15 U.S. patents, and AMTELCO systems are in operation in all 50 of the United States and in more than 20 foreign countries.

AMTELCO is headquartered McFarland, WI.

For more information about AMTELCO and its products, visit www.avaya.amtelco.com or call 800.242.1100.

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. More than 90% of the FORTUNE 500® rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage.

Avaya is...

- #1 worldwide in Automatic Call Distribution (ACD) and Interactive Voice Response (IVR) systems for customer call centers
- #1 worldwide in messaging solutions
- #1 worldwide in structured connectivity solutions for enterprise networks
- #1 in the United States in voice communications systems (#3 worldwide)
- #1 worldwide in predictive dialers for customer call centers

For more information, visit Avaya at www.avaya.com.