

# ActiveAgent

A decorative horizontal bar consisting of four colored segments: blue, green, grey, and yellow.

## **BOOST THE PRODUCTIVITY OF OUTBOUND TELEMARKETING**

ActiveAgent by Inter-Tel Europe is a telesales campaign progressive dialler which is designed and has proven to significantly increase productivity in outbound telesales or telemarketing teams. ActiveAgent does not require staff to use a personal computer at each call centre position (although integrating personal computer based information systems in to the outbound campaign can produce even greater enhancements to business processes) the telesales agent simply logs on using an Inter-Tel digital key terminal and the ActiveAgent automatically calls out from a pre-selected campaign database. The name of the called customer is also shown on the telephone display. ActiveAgent is a scalable product enabling sophisticated telemarketing tools to be available to small and growing telemarketing environments. It has been designed specifically to work with Inter-Tel's award-winning Axxess telephone system and to integrate with Callview™ for Axxess. It offers a wide range of opportunities from screen popping customer database to a sophisticated number of agent reports. These reports are invaluable for the busy call centre manager who has the added task of providing statistics for clients and management. Add all this to some of the powerful features within the standard Inter-Tel system and you can apply 'reason codes' or 'account codes' to each call. ActiveAgent is a revolution in the outbound telemarketing world, bringing tangible business benefits to the small to medium outbound telemarketing centre.

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## **ACTIVEAGENT SYSTEM REQUIREMENTS:**

Inter-Tel Axxess with 5.3 min.spec

CTI Feature enabled

One spare OAI connection IP or Serial

2 spare ACD hunt groups

Additionally ActiveAgent requires a dedicated PIII 800mhz-

128mb ram + spare serial port

\* requires additional equipment

## **IN OTHER WORDS...**

ActiveAgent from Inter-Tel Europe is an outbound telemarketing automated dialler which has shown to significantly improve the productivity of outbound call centres. Whilst introducing a high tech product business application, ActiveAgent remains very simple to use by call centre staff, thus running minimum 'technology challenges'. When linked with Callview™ for Axxess, ActiveAgent can provide a wide range of reports and applications for today's outbound telemarketing environment.