



Newfound VXML Dialer 3.0

(978) 794 - 3878 (978) 794 - 3878 (978) 794 - 3878 (978) 794 - 3878 (978) 794 - 3878 (978) 794 - 3878 (978) 794 - 3878
 (978) 794 - 3857 (978) 794 - 3857 (978) 794 - 3857 (978) 794 - 3857 (978) 794 - 3857 (978) 794 - 3857 (978) 794 - 3857
 (978) 794 - 1791 (978) 794 - 1791 (978) 794 - 1791 (978) 794 - 1791 (978) 794 - 1791 (978) 794 - 1791 (978) 794 - 1791
 (978) 379 - 0065 (978) 379 - 0065 (978) 379 - 0065 (978) 379 - 0065 (978) 379 - 0065 (978) 379 - 0065 (978) 379 - 0065
 (978) 888 - 4976 (978) 888 - 4976 (978) 888 - 4976 (978) 888 - 4976 (978) 888 - 4976 (978) 888 - 4976 (978) 888 - 4976
 (978) 682 - 4555 (978) 682 - 4555 (978) 682 - 4555 (978) 682 - 4555 (978) 682 - 4555 (978) 682 - 4555 (978) 682 - 4555
 (978) 379 - 0064 (978) 379 - 0064 (978) 379 - 0064 (978) 379 - 0064 (978) 379 - 0064 (978) 379 - 0064 (978) 379 - 0064
 (978) 327 - 5324 (978) 327 - 5324 (978) 327 - 5324 (978) 327 - 5324 (978) 327 - 5324 (978) 327 - 5324 (978) 327 - 5324
 (978) 327 - 5325 (978) 327 - 5325 (978) 327 - 5325 (978) 327 - 5325 (978) 327 - 5325 (978) 327 - 5325 (978) 327 - 5325



Newfound Communications, Inc. introduces the VXML Dialer 3.0.

A complete software solution that delivers robust outbound dialing and web-based monitoring & management. Drive your speech or touch-tone outbound call campaigns with the Newfound VXML Dialer for greater control, automation, reporting and flexibility.

You've invested in an expensive VoiceXML infrastructure for inbound traffic, but your outbound capabilities are archaic.

The VXML Dialer gives both call center and enterprise managers alike the tools needed to execute dynamic call campaigns within the latest IVR infrastructure. Additionally, the outbound dialing solution will integrate seamlessly into your inbound IVR environment... even sharing the same available ports!

Manage and control outbound dialing campaigns using your VoiceXML Platform.

With a wealth of features and simple web interface, the VXML Dialer empowers system managers to run successful outbound dialing campaigns. Using the web-based dashboard, campaigns may be paused or resumed as well as priorities be changed.

Advanced Answering Machine Detection.

Newfound leverages the advanced speech detection from state-of-the art recognizers leading to more accurate answering machine and live answer detection.

Merging VoiceXML & Outbound

- *Leverage VoiceXML for any outbound call*
- *Prioritize & complete millions of calls per day*
- *Flexibly Manage & Monitor multiple outbound call campaigns via Web Dashboard*
- *Deploy with multiple VoiceXML platforms*
- *Detect answering machine & live answers*
- *Retry busy, no-answer and error calls*
- *Integrate with Do Not Call Lists*
- *Customize outbound call reports*
- *Integrate with SIP or PSTN telephony environments*
- *Leave complete messages with all major wireless carriers*

VXML Dialer -- A Complete Outbound VoiceXML Solution

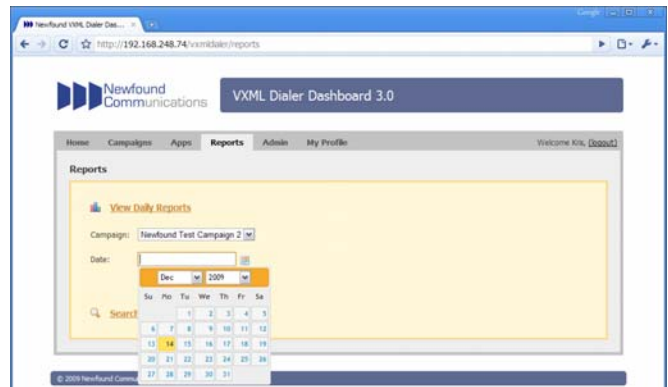
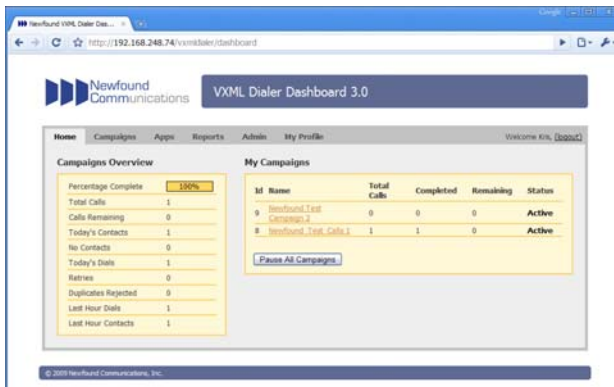
- **VoiceXML Outbound Call Campaigns:** Build new or leverage existing VoiceXML applications and platforms with outbound call campaigns. Outbound calls can now be interactive and conditionally transferred to agents.
- **Call Prioritization:** Based on time of day, call priority and call completion time, calls are constantly re-prioritized so the most important call is always made first. (ex. Campaign priority rank)
- **Retry Outbound Calls:** Unlike most outbound APIs for IVR platforms, the VXML Dialer will retry calls for specific result codes (busy, no answer, line error, etc.). The number of retries for any result code is configurable as well as the time between each retry.
- **Call Reporting:** The VXML Dialer, working in concert with standard VoiceXML applications, reports the following results:
 - o Live Answer
 - o Answering Machine
 - o No Answer
 - o Busy Signal
 - o SIT Tones
 - o Telephony Error
 - o Time Zone Expired
 - o Maximum Retries Reached
 - o Network Busy
 - o Network Disconnect
 - o FAX/Modem (*depends on VoiceXML platform)
 - o Call Date Expired
- **Manage Multiple Campaigns & Accounts:** The multi-tenant VXML Dialer enables administrators to independently pause, monitor and report on multiple campaigns.
- **Web-based Administration & Monitoring:** Through our intuitive Web Dashboard, call center managers monitor and control all call campaigns from their desktop.

Features & Technical Specifications:

- Run any VoiceXML application/URI for any call
- Initiate calls in the VoiceXML Platform in accordance to call priority. Prioritized by: Call date and completion time; Time zone window; Campaign priority; Time zone priority; Age of call in queue; Number of retries
- Accurate Answering Machine & Live Call detection
- Tested messaging delivery for analog answering machines and major enterprise & wireless carrier voicemail systems
- Configurable retries for busy, no answer, line errors
- Contact through multiple endpoints per call record (mobile, office, home, etc.)
- Report results in database: Live, Answering Machine, Busy, Time-zone/Call Date Expiration, Fax/Modem, SIT Tone, etc.
- Delay retries for a configurable amount of time
- VoiceXML resource management: Stagger initial calls in campaign
- Failure recovery for call campaign
- Outbound call campaign management & monitoring via Web Dashboard
 - Pause or resume a campaign
 - Pause or resume a time zone
 - Configure the number of retries per result code
 - Run test campaigns from number or SIP URI pool
 - Configurable outbound CallerID

System Requirements

- Submit Call Records details via Web Service, DB insert or flat file /CSV
- MySQL 5.1/5.0
- Windows 2003 Server



About Newfound Communications, Inc.



15 Union St., Suite 409
Lawrence, MA 01840
86- NEWFOUND
(866) 393-6863
www.newfoundcomm.net

Established in 2000, Newfound Communications, Inc. is a leading provider of dialing, call recording and interactive voice response (IVR) solutions. Headquartered in Lawrence, MA, Newfound offers the technology, tools and expertise to streamline automated customer service. Newfound is the leading source of innovative speech solutions utilizing VoiceXML and VoIP with its VXML Dialer and IP Call Recorder products.