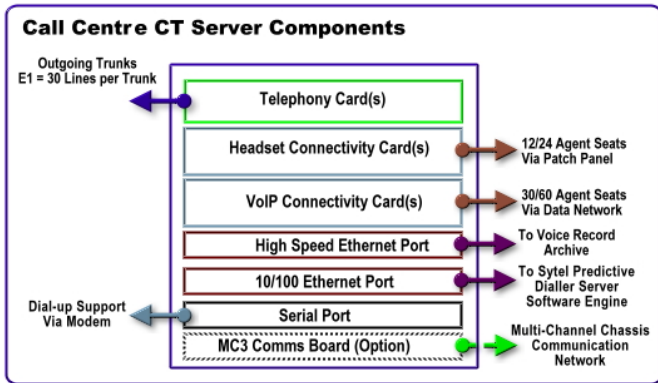


to support between 12 and 360+ Agent Seats per chassis, and can provide for many thousands of seats using Chelston Clustering technology.



In addition to the support for the Predictive Dial campaigns, the CT Server provides features such as Power Dial, Agent Monitoring, Conferencing, 3rd Party Verification and Recording.

The system is based on Chelston's CallHandler Computer Telephony Software, which provides options to add more functions as well as the ability to modify operation aspects at various levels. CallHandler is an open architecture standards based system with which is user-customisable using Visual Basic Service Modules. The System includes built-in scripting tools for the IVR and browser based controls for monitoring and controlling the status of the system.

Utilising very simple, user-friendly interfaces and operating procedures, we have eliminated the need for lengthy training and greatly reduced the normal learning times associated with installing and operating Computer Telephony Systems. Support issues are also minimised. So systems can be operated and customised with little or no training from anywhere in the world - you'll always be in control of the technology and those who have access to it.

All this adds up to systems that are both open and manageable, so you benefit from a low cost of ownership!

You make savings on:

- Time Specifying System
- Getting to Market Faster!
- Cost of Type of Engineers Required
- Equipment & Installation Costs
- Support & Operational Costs

High Resilience, Scalability System Architecture

The Dialler System Architecture will provide for:

- Highest possible system resilience
- Scalable system architecture –add Servers with 12 to 360+ Agents with associated 30 to 540 incoming trunks
- The facility to connect any outgoing trunk with any agent on any CT server

System includes the provision of a Quality Checking Software module to the CallHandler that can:

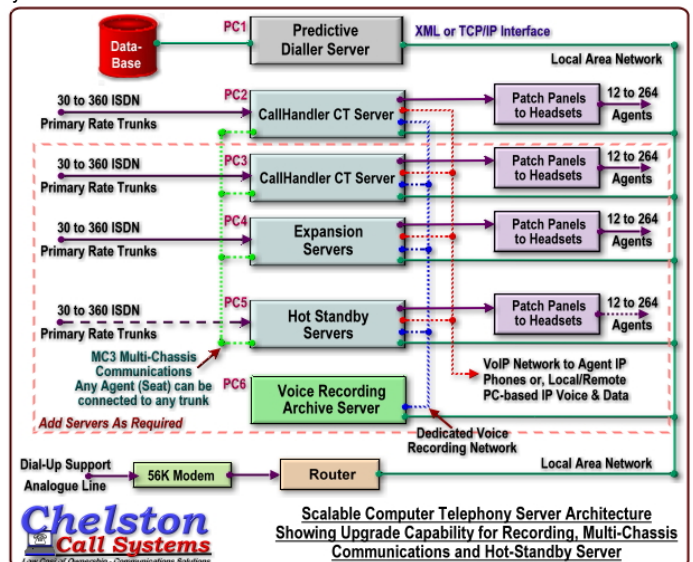
- Allow a Quality Control operator to monitor the status of agents.
- Allow the Quality Control operator to listen in on the agent's conversation with the called person.
- Allow one or more Quality Control workstations.

Option for the inclusion of a hot standby server, so that if one of the live servers requires maintenance, it can be replaced by the Hot-Standby system simply by swapping the incoming and outgoing cables between systems, enabling agent activity to be resumed

The architecture also provides for the option for addition of a Voice Recording Archive on a dedicated LAN network.

CT Server Diallers can be added as required using the optional Multi-Channel Clustering System. The system can be expanded to cater for many thousands of agents on the same Predictive Dialler Server.

A dial-up support link is provided which enables Chelston's Support Engineers to remotely maintain the system.



Why Chelston's CT Server Out-Performs a PBX

1. Call Centre CT Server & Predictive Dialler is FAST!
 - a. Once the call is answered, it connects it to the agent with an imperceptible delay, agents get the 1st 'Hello'
 - b. Once a line has been cleared, it is immediately available to the Predictive Dialler for the next call
2. Call Centre CT Server & Predictive Dialler is designed to make many thousands of outbound calls continuously without stopping, so maximising Agent usage
3. Call Centre CT Server has very detailed logging built-in to enable maintenance and support issues to be quickly resolved



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