

Liberation[®]

Workflow-enabled agent desktop increases revenue and productivity while improving customer satisfaction

Liberation, a comprehensive desktop sales and service solution powered by campaign management, scripting and telephony automation, drives innovation and accelerates revenue growth. It is the only proven sales and service solution that delivers measurable increases in revenue, productivity, and customer service without requiring changes to your company's culture.

Highlights

- Identifies cross-sell and up-sell opportunities
- Keeps customers and debtors on the line longer
- Securely stores, encrypts, and process credit card information
- Operates in compliance with current federal, state, & telemarketing regulations

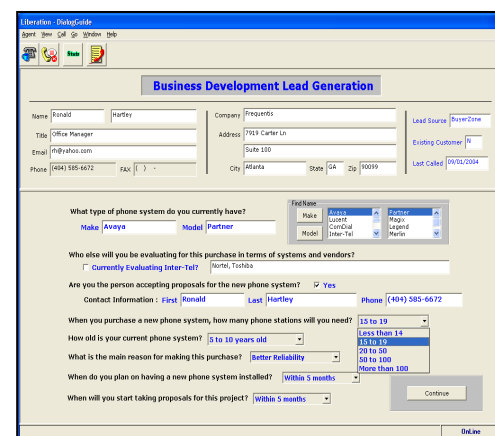
INCREASE REVENUES

Sales managers are under increasing pressure to increase revenue and decrease the cost of sales. They need tools that give them real-time control of their sales campaigns, operating environment, and workforce so that they can optimize production and minimize lost opportunities. The Liberation platform accelerates revenue generation by automating and enhancing the sales process.

- **Up-sell and Cross-sell Opportunities.** Liberation's customizable agent desktop, DialogGuide™, identifies the best up-sell/cross-sell offering for each customer and presents them to agents, in real-time. By making the optimal offer, agents are able to increase the success of up-sell/cross-sell programs by 30% to 40%. Liberation also reduces agent attrition by giving agents the tools they need to get their jobs done right.

- **Optimize Collections.** Increase profitability by optimizing the efficiencies of your systems and people. TDI helps ensure efficient collections business processes that provide the greatest chance for engaging past due customers and improving right party contact rates.

- **Sales Workflow Integration.** DialogGuide manages and simplifies the sales process, from contact to close. It cost effectively delivers workflow-enabled management capabilities that integrate vertical best practices and templates with campaign management, scripting, and dialing capabilities. Liberation comes with many pre-built integration tools for use in verticals such as financial services, retail, travel and leisure, and media and publishing. Use Liberation's best practices and customizable templates to revitalize your company's sales and service culture!
- **Interactive Scripting Capabilities.** DialogGuide™ provides an intuitive, easy-to-use agent interface that automatically applies your business rules into each contact interaction while controlling and measuring your agent's activities. Its scripting capabilities help agents deliver consistent messages and react quickly and confidently to customer questions and objections. Embedded programming allows for simplified agent processes such as callback scheduling, disposition coding, calendar-view date selection and mathematical calculations. From simple messages to complex interactions, DialogGuide provides all the tools you need to implement your contact interaction strategy & improve your agent's effectiveness.



DialogGuide helps your agents deliver a consistent message and increase sales per contact

INCREASE PRODUCTIVITY

People are the biggest expense in any contact center, so maximizing the time agents spend with customers and clients directly impacts the bottom line. In outbound applications, Liberation maximizes agent productivity by automating dialing and call detection and connecting agents only to live calls. For blended contact centers, Liberation provides features such as dynamic campaign blending, which monitors call activity and automatically switches agents from one campaign to another based on business rules defined by the customer.

You can also improve contact center productivity by managing campaigns and tracking agent performance more efficiently. Liberation’s campaign management capabilities and real-time reporting solution allow you to make immediate changes to unsuccessful campaigns and/or offer coaching to underperforming agents— these changes will help maximize the productivity of your contact center!

- Effective Campaign Management.** Enhance your sales production and deliver results with Liberation’s CampaignManager™. CampaignManager helps business leaders manage leads, design campaigns, establish business and delivery rules, deliver calls and track and analyze campaign results.
- Unattended Campaigns.** With Liberation’s unattended campaigns you no longer need a live collector to reach your clients — this will save you time and money and improve customer satisfaction! TDI’s VoiceAgent™ automatically leaves reminder voicemail messages for clients. This ensures that your collectors will only talk to clients who want to settle their account.
- Comprehensive Reporting.** Sales environments need tools to rapidly identify and fix operational and performance issues. Portfolio™ is a real-time business intelligence tool that integrates with Liberation to provide trending and historical reporting. With Portfolio you can create and distribute an unlimited set of reports, including agent, team, and campaign performance. Portfolio’s reports provide you with the business intelligence you need to make better decisions.
- Real-Time Statistics.** Display real-time agent and campaign performance statistics so supervisors can obtain an accurate picture of contact center activity. Monitor real-time campaign status, oversee agent performance including key performance indicators (KPIs), and set thresholds to report when your goals are reached.

The screenshot displays the 'RealTimeStatistics' application window. It features a navigation sidebar on the left with options like 'Campaigns', 'Agents', 'Outbound', 'Inbound group', and 'Inbound Campaign'. The main area is divided into two sections: 'Campaigns' and 'Agents'.

Campaigns Table:

Campaign	Status	Duration	Active Agents	Available	Online Time	Total Calls	Time btwn Co...	Sales	No Sales
Digital Upgrade	Not initialized	00:00:00	0	00:00:00	00:00:00	0	00:00:00	0	0
PPV Sales	Not initialized	00:00:00	0	00:00:00	00:00:00	0	00:00:00	0	0
New Sales	Running	01:00:03	7	07:00:05	05:54:25	1904	00:00:03	203	203
Sales Routing Verific	Not initialized	00:00:00	0	00:00:00	00:00:00	0	00:00:00	0	0
Wireless	Not initialized	00:00:00	0	00:00:00	00:00:00	0	00:00:00	0	0
Collections	Not initialized	00:00:00	0	00:00:00	00:00:00	0	00:00:00	0	0
Stop Savers	Not initialized	00:00:00	0	00:00:00	00:00:00	0	00:00:00	0	0
New Subs	Not initialized	00:00:00	0	00:00:00	00:00:00	0	00:00:00	0	0
Fund Raiser	Not initialized	00:00:00	0	00:00:00	00:00:00	0	00:00:00	0	0
Telephone Upsell	Not initialized	00:00:00	0	00:00:00	00:00:00	0	00:00:00	0	0
StopSaver	Running	01:00:04	7	07:00:03	06:27:03	1345	00:00:03	189	189
Refinance	Not initialized	00:00:00	0	00:00:00	00:00:00	0	00:00:00	0	0
Fin/Vacs	Running	01:00:02	6	06:00:03	05:31:21	1382	00:00:04	168	168
Owner Referral	Not initialized	00:00:00	0	00:00:00	00:00:00	0	00:00:00	0	0
Subscription Verific	Not initialized	00:00:00	0	00:00:00	00:00:00	0	00:00:00	0	0
Spanish Speaking	Not initialized	00:00:00	0	00:00:00	00:00:00	0	00:00:00	0	0

Agents Table:

Agent	Status	Duration	Contacts/Hr	Talk Time %	Wrap-Up %	Time btwn Co...	Sales	No Sales	Close %
012, TSR	Available	00:00:03	90.00	96.64%	3.36%	00:00:03	27	53	33.75%
011, TSR	On Call	00:00:34	100.00	96.82%	3.18%	00:00:02	29	55	34.52%
010, TSR	On Call	00:00:28	93.00	97.83%	3.11%	00:00:03	31	52	37.35%
009, TSR	On Call	00:00:47	97.00	97.43%	3.5%	00:00:04	32	56	36.36%
006, TSR	Available	00:00:02	82.00	95.24%	3.77%	00:00:02	25	50	33.33%
005, TSR	On Call	00:00:20	85.00	96.4%	3.6%	00:00:03	26	51	33.77%
008, TSR	On Call	00:00:07	92.00	96.15%	3.55%	00:00:03	28	53	34.57%
015, TSR	On Call	00:00:13	86.00	96.6%	3.34%	00:00:04	26	52	33.33%
007, TSR	On Call	00:00:47	91.00	95.81%	4.09%	00:00:03	25	51	33.33%
014, TSR	On Call	00:00:30	90.00	96.4%	3.4%	00:00:02	24	49	32.68%
013, TSR	Wrapup	00:00:02	89.00	96.03%	3.97%	00:00:05	30	50	37.5%
019, TSR	On Call	00:00:00	86.00	96.31%	3.67%	00:00:03	26	52	33.33%
017, TSR	Available	00:00:02	84.00	96.92%	4.11%	00:00:04	22	50	30.56%
018, TSR	Available	00:00:03	98.00	95.24%	4.27%	00:00:02	31	57	35.23%
020, TSR	On Call	00:00:53	101.00	96.4%	3.39%	00:00:04	29	58	33.33%
016, TSR	Available	00:00:00	87.00	96.1%	3.44%	00:00:03	28	52	35%
022, TSR	Available	00:00:05	92.00	96.63%	3.32%	00:00:04	28	55	33.73%
027, TSR	On Call	00:00:13	103.00	97.4%	3.7%	00:00:02	34	57	37.34%
024, TSR	On Call	00:00:25	84.00	96.25%	3.75%	00:00:03	28	52	35%


Real-Time Statistics allows supervisors to gain a clear, complete view of how their agents are performing

IMPROVE CUSTOMER SATISFACTION

Liberation will leave your clients and prospects with a positive impression of your company. Whether your responsibilities involve selling, customer service, or collections, you can be confident that your agents have the information they need to treat your customers positively and professionally.

You can also improve customer satisfaction by protecting your customer’s sensitive data and ensuring that you operate in total compliance with state, federal, and teleservice regulations. With Liberation’s credit card encryption feature and preformatted compliance reports, you can be confident that your customer’s data is stored securely and that your campaigns are in compliance with the latest regulations.

- Proactive Customer Care Campaigns.** Is your customer satisfied with their recent purchase or service? Did the agent address their concerns? Gain a greater awareness of your customers’ satisfaction by contacting them a few days after the service was performed, the product was purchased, or the interaction took place. Your customers’ feedback will help you improve services, products, and processes.
- Advanced Contact Management.** Schedule callbacks, maintain contact history, disposition call outcome codes, allow “owned” records, and leverage other features that enable an effective contact management strategy.
- Owned records.** Keep your clients satisfied by allowing them to build a relationship with an agent over multiple calls. Agents can schedule callbacks at any specified date and time, and Liberation will remind the agent at that time—even if the original campaign has ended.
- Compliance Ready.** Liberation operates in total compliance with all Federal Trade Commission (FTC), Federal Communications Commission (FCC), and National Do Not Call (DNC) Registry regulations. With Liberation you can ensure that your campaigns comply with the latest state and federal regulations for teleservices.
- Secure Credit Card Processing.** With Liberation’s credit card encryption feature you can store sensitive data, such as credit card information, securely. Liberation is the only outbound solution that has received Visa’s Payment Application Best Practices (PABP) validation. With PABP validation Liberation protects our customers’ data, expand their businesses, and helps them comply with industry standards.

 Compliance Summary Report			
Campaign ID:	615	Report Date:	September 27, 2007
Campaign Name:	YTTEnb-ndd-est	Report Interval:	0900 - 2359
Call Abandonment			
Total Number of Calls	10		
Total Number of Live Connects	3		
Abandonment Rate (Set to Live Connects For Entire Time Period)	True		
Abandonment Rate (Set as % All Calls or Live Calls)	Live Calls	All Calls	
Minimum Abandonment Setting (%)	0.00%	0.00%	
Maximum Abandonment Setting (%)	0.00%	0.00%	
Actual Average Abandonment (%)	0.00%	0.00%	
Actual Number of Abandoned Calls	0		
Pre-Disconnect Message			
Pre-Disconnect Announcement Activated for Entire Report Period	False		
Wait Before Terminating Call			
Actual Maximum No Answer VMH Time (seconds)	0.00		
Actual Maximum No Answer VMH Time (seconds)	0.00		
Average No Answer VMH Time (seconds)	0.00		
Caller ID			
Caller ID Activated	Not Implemented by Caller		
2 Seconds to Connect			
Actual Maximum Time to Connect (seconds)	0.00		
Actual Maximum Time to Connect (seconds)	0.00		
Average Time to Connect (seconds)	0.00		

About TDI

TDI is a leading provider of revenue accelerating solutions for the contact center industry. For 25 years organizations have relied on TDI’s proven technology, innovative solutions, and quality services to develop their workforce, optimize the customer experience, and improve sales and service revenues.

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