

ST-0210 October 11, 2006

Five9's Predictive Dialer

This application note summarizes integration for the hosted predictive dialer from Five9.

Overview

Predictive dialing is a method for automatically initiating outbound calls and passing each call to an agent when the call is answered. The Five9 predictive dialer uses advanced software that estimates the number of calls to be placed based on the number of agents available, how long they have been on a call, and what the average call time has been historically. It also takes into account the length of time it typically takes to connect to a live caller, and abandonment settings to continually adjust its dialing pace to achieve campaign goals.

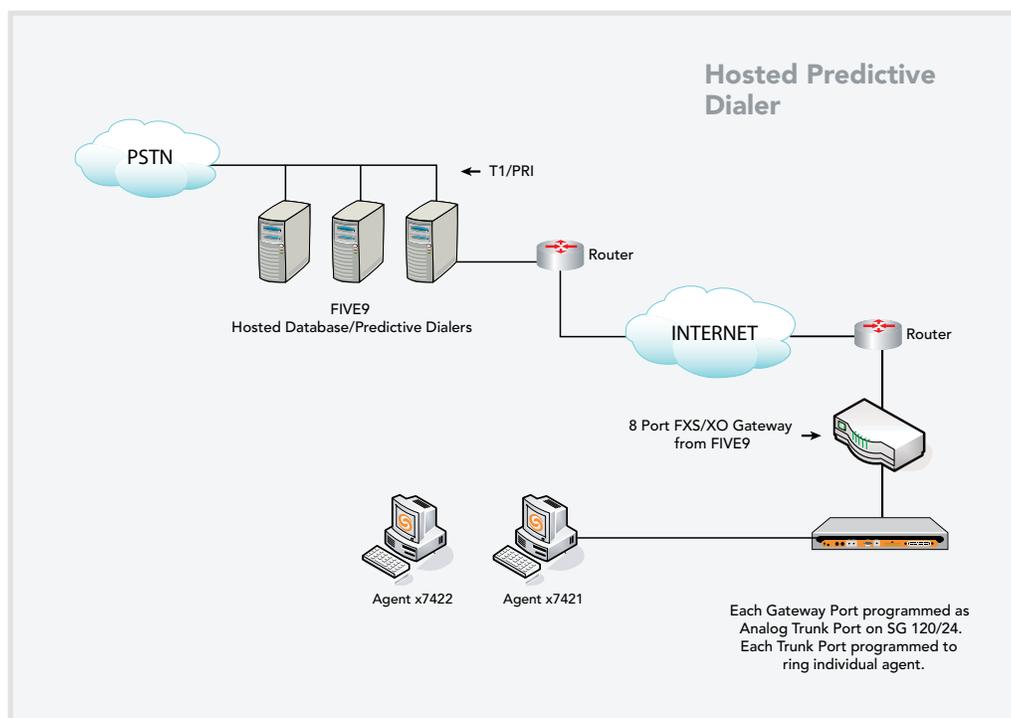
For over two decades, Predictive Dialers have proven to increase agent talk time and sales by over 100% – without having to hire additional agent staff.

Teledata Communications of Lenexa, Kansas has successfully integrated the Five9 hosted predictive dialer for National Processing of America International (NPA). NPA

specializes in processing transactions for financial institutions through an inbound-outbound call center working with several industries. NPA continually strives to enhance any customer experience, with the use of technology.

Summary of Customer to Five9 interaction

- Customer uploads call list to hosted database at Five9 site.
- Five9 Predictive Dialers call from database.
- If call connects, live call is routed via internet connection to 8-port gateway at NPA site.
- Gateway port is programmed as Trunk Port on SG120/24.
- Trunk Port rings agent desk.



Estimated Costs

8-Port Gateway Cost - \$2500

Monthly Hosting - \$180/agent/month.

Contact information for Five9 Inc.: www.Five9.com

Issue	Author	Reason for Change	Date
1.0	D. Nemechek ShoreTel K. Sutton Teledata	Initial Release	October 11, 2006



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