



Epygi Auto Dialer: Outbound Dialer Solution

Business owners that need to contact customers on a daily basis usually hire additional staff. Whether it is to confirm an appointment or to notify a client that their product is ready, a call must be made. The Epygi Auto Dialer feature gives Epygi IP PBX users the ability to automate this daily process by placing outbound calls to their clients with the option of playing audio messages and the audio menu upon answering the call. The messages played to the clients can be prerecorded and updated regularly and easily. The calling list can be created in any spreadsheet application and exported to .CSV format. The clients contacted can be prompted with a few choices to respond to the information delivered by this automatic call.

Many verticals including doctor offices, pharmacies and telemarketing firms are looking for ways to get more out of their staff during limited business hours. The Epygi Auto Dialer allows live staff members to focus on daily tasks during business hours, and after hours the Auto Dialer can place calls to clients in preparation for the next business day. When employees return to the office the following day, they can review the call activity report and adjust schedules or deliveries as needed.

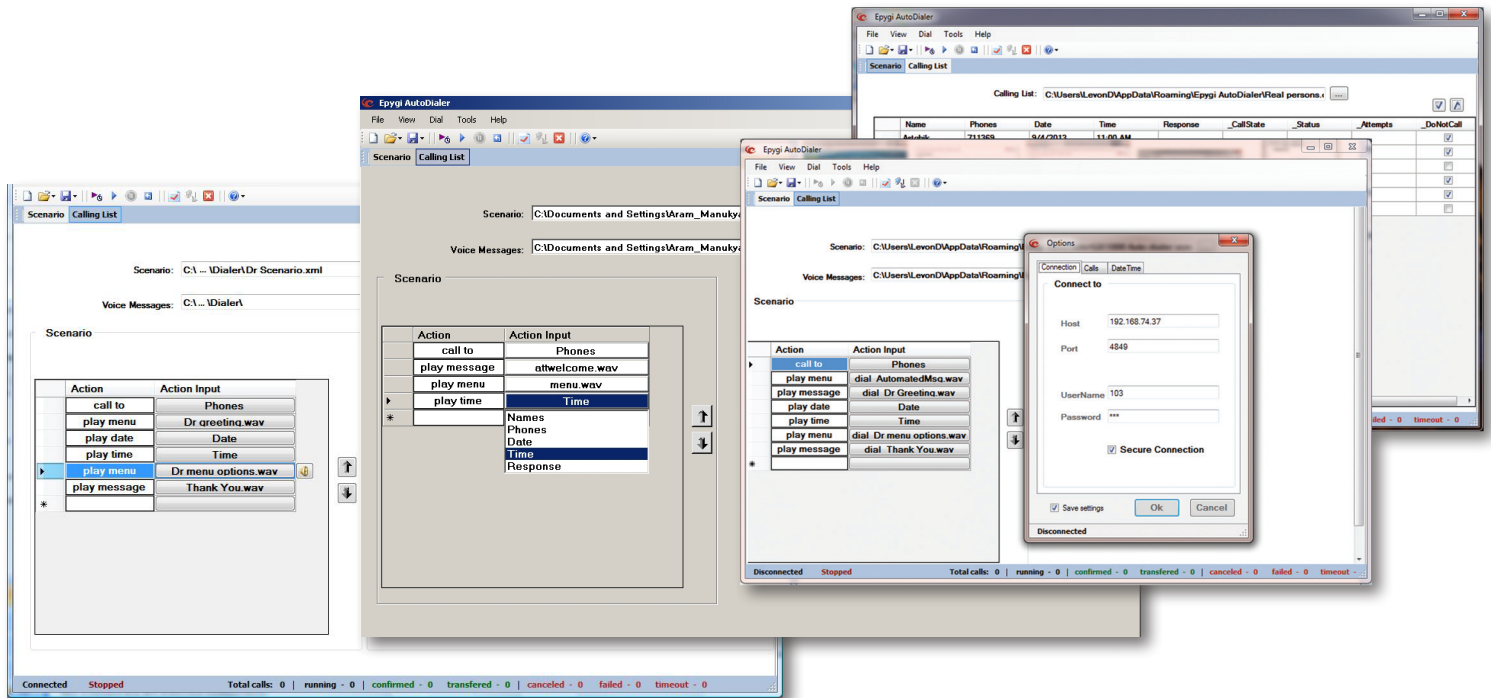
These reports are viewed in the Epygi Auto Dialer desktop application, the same interface that is used to setup the automatic dialing service. Clients can be kept on the schedule or rescheduled based upon their response to the automated call.

More Than a Simple Recording

A set of prerecorded messages will be played when clients answer the automated call. At this point, they will be prompted to enter a digit on their phone to either accept the information or request to be rescheduled. The call can then be terminated, or the client could be immediately connected with a staff member for further assistance.

Client Relations Management

An additional purpose for the software could be for customer satisfaction and quality control. As products



or services are delivered, automated calls can be made to the clients to either thank them for their business or prompt them for a level of satisfaction. Certain responses could trigger an automatic connection with a live agent to determine why the client is dissatisfied.

Software Requirements

One of the mentioned operating systems should run on the PC for proper operation of Auto Dialer:

- Windows 10, Windows 8.1, Windows 7, Windows Vista or Windows XP.
- Windows Server 2012R2, Windows Server 2012, Windows Server 2008 or Windows Server 2003.

Performance Details

Epygi Auto Dialer is a licensable feature. The activation license key should be purchased and installed to make the Auto Dialer functional with the IP PBX. There is no limitation on the number of Auto Dialer applications connected to the IP PBX at any point in time except for the maximum number of concurrent calls originated by all connected Auto Dialer applications. It cannot exceed the total number specified in the Auto Dialer expansion license key installed on the IP PBX. The Auto Dialer application requires the “auto dialer support” licenses to be enabled on the connected unit before the software can be placing calls to customers.

Firmware Requirements

Auto Dialer is compatible with the following Epygi IP PBX models, running the FW version and higher:

Epygi QX/UC	Firmware Version
QX50/QX200	6.0.2
QXISDN4+	6.0.11
QX500	6.1.45
QX2000	6.0.2
QX3000	6.0.2
QX5000	6.3.26
UC80	6.2.45

Epygi Quadro	Firmware Version
Quadro2x2/4L/4Li	5.2.46
QuadroM8L/26x/12Li/26xi	5.2.66
QuadroM32X	5.2.46
Quadro6L	5.2.46
QX1000	5.2.7