QUANTRAX CORPORATION INC.

I-Tel Licenses

Tuesday, April 24, 2012

QUANTRAX CORPORATION INC. The Different Types of License

- Predictive
- Preview
- IVR Outbound
- IVR Inbound
- Call Recording



- Can be used for any type of dialing and call
- Can be used by a live or a virtual agent

QUANTRAX CORPORATION INC. Preview License

- Can be used only for preview dialing and inbound calls routed to an agent
- Can be used only by a live agent



- Can be used for any type of dialing (outbound or inbound)
- Can be used only by a virtual agent

QUANTRAX CORPORATION INC. Inbound IVR License

- Can be used only for inbound calls
- Can be used only by a virtual agent
- Assigned only when a call is in progress

QUANTRAX CORPORATION INC. Call Recording License

- Used only when a call is actually connected
- Calls transferred to PBX are still connected and still use a license
- Can be used for inbound or outbound calls, with live or virtual agents

QUANTRAX CORPORATION INC. The License Monitor

- Started from the Windows start menu
- Normally started automatically
- Displays current license usage
- Historical information available by scrolling down

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Softdial License Monitor [localhost]

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Last Message

Total Agents: 45. Predictive:44, Progressive 0, PBX 1, Virtual 0

Time: 04/11/2012 11:33:39 Severity: Normal

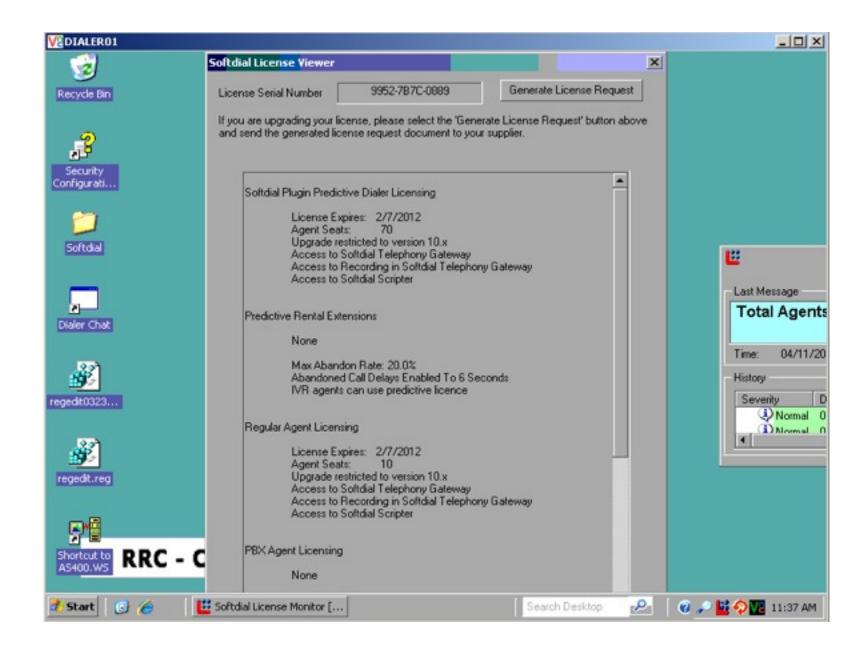
Severity	Date and Time	Tenant	Message Body	-
Normal	04/11/2012 11:33:39	landlord	Total Agents: 45. Predictive: 44, Progressive 0, PBX 1, Virtual 0	
Normal	04/11/2012 11:33:26	landlord	Total Agents: 46. Predictive: 44, Progressive 1, PBX 1, Virtual 0	
Normal	04/11/2012 11:33:23	landlord	Total Agents: 47. Predictive: 45, Progressive 1, PBX 1, Virtual 0	
Normal	04/11/2012 11:33:15	landlord	Total Agents: 48. Predictive: 46, Progressive 1, PBX 1, Virtual 0	
Normal	04/11/2012 11:33:04	landlord	Total Agents: 47. Predictive: 45, Progressive 1, PBX 1, Virtual 0	
Normal	04/11/2012 11:33:04	landlord	Total Agents: 48. Predictive: 46, Progressive 1, PBX 1, Virtual 0	
Normal	04/11/2012 11:32:56	landlord	Total Agents: 49. Predictive: 47, Progressive 1, PBX 1, Virtual 0	
Normal	04/11/2012 11:32:41	landlord	Total Agents: 48. Predictive: 46, Progressive 1, PBX 1, Virtual 0	
Normal	04/11/2012 11:32:41	landlord	Total Agents: 49. Predictive: 46, Progressive 2, PBX 1, Virtual 0	
Normal	04/11/2012 11:32:07	landlord	Total Agents: 48. Predictive: 46, Progressive 1, PBX 1, Virtual 0	
Normal	04/11/2012 11:31:34	landlord	Total Agents: 47. Predictive: 46, Progressive 0, PBX 1, Virtual 0	
Normal	04/11/2012 11:31:03	landlord	Total Agents: 46. Predictive: 45, Progressive 0, PBX 1, Virtual 0	
Normal	04/11/2012 11:30:48	landlord	Total Agents: 45. Predictive: 44, Progressive 0, PBX 1, Virtual 0	
Normal	04/11/2012 11:30:42	landlord	Total Agents: 44. Predictive: 43, Progressive 0, PBX 1, Virtual 0	
Normal	04/11/2012 11:30:23	landlord	Total Agents: 43. Predictive:42, Progressive 0, PBX 1, Virtual 0	
Normal	04/11/2012 11:30:20	landlord	Total Agents: 42. Predictive: 41, Progressive 0, PBX 1, Virtual 0	ĥ

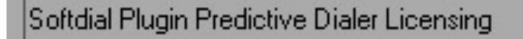
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QUANTRAX CORPORATION INC. License Key

- Can be either hardware or software
- Software licenses are temporary
- Hardware (dongle) licenses are

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License Expires: 2/7/2012 Agent Seats: 70 Upgrade restricted to version 10.x Access to Softdial Telephony Gateway Access to Recording in Softdial Telephony Gateway Access to Softdial Scripter

Predictive Rental Extensions

None

Max Abandon Rate: 20.0% Abandoned Call Delays Enabled To 6 Seconds IVR agents can use predictive licence

QUANTRAX CORPORATION INC. License Usage

- The system determines the function being performed and assigns the lowest applicable license
 - IVR (scripter) or live
 - Predictive or preview

QUANTRAX CORPORATION INC. License Shortages

- If license has EXPIRED, a warning message will be issued first thing in the morning to all agents
- If license usage exceeds the limit, the warning message will be issued only to the excess agents

QUANTRAX CORPORATION INC. Considerations

- Cost vs flexibility
 - Predictive vs preview
 - Inbound IVR vs Outbound IVR
 - Dedicated inbound virtual agents
 - Call recording for PBX launched calls

QUANTRAX CORPORATION INC.

<u>License Costs</u>

- Predictive
- Preview

\$1,900 \$1,200

- IVR Outbound \$1,500
- IVR Inbound \$1,200
- Call Recording

QUANTRAX CORPORATION INC. I–Tel Licenses Thank you

Quantrax April 2012

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