

QUANTRAX CORPORATION INC.



# I-Tel Licenses

QUANTRAX CORPORATION INC.



## The Different Types of License

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

QUANTRAX CORPORATION INC.



## Predictive License

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



## Preview License

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



## Outbound IVR License

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



## 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



## Call Recording License

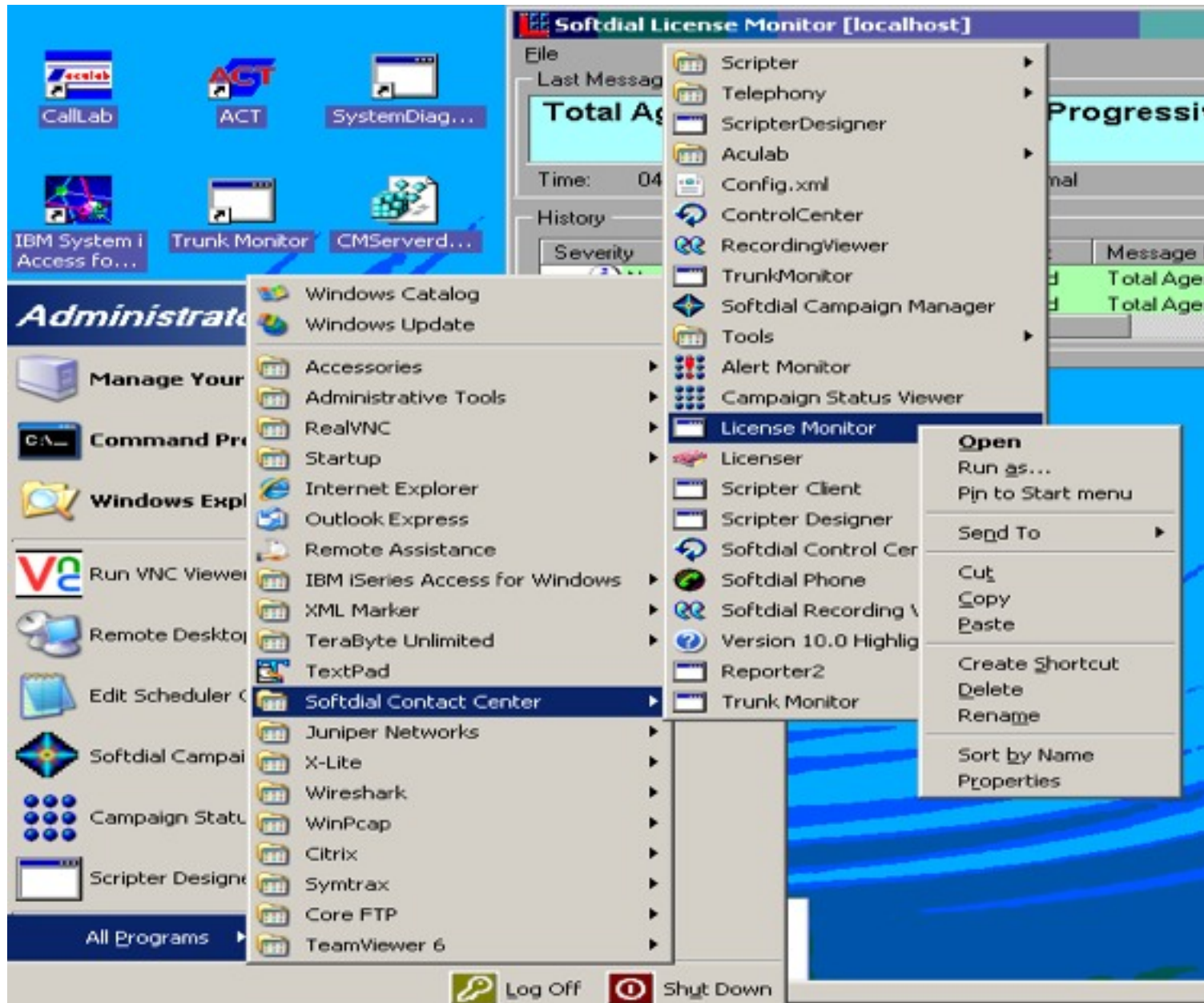
- Used only when a call is actually connected
- Calls transferred to PBX are still connected and still use a license
- Can be used for inbound or outbound calls, with live or virtual agents



## The License Monitor

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





**DIALER01**

Recycle Bin

Security Configurati...

Softdial

Dialer Chat

regedit0323...

regedit.reg

Shortcut to AS400.WS

# RRC - CM Server

**Softdial License Monitor [localhost]**

File

Last Message

**Total Agents: 48. Predictive:46, Progressive 1, PBX 1, Virtual 0**

Time: 04/11/2012 11:32:07 Severity: Normal

History

Severity	Date and Time	Tenant	Message Body
Normal	04/11/2012 11:32:07	landlord	Total Agents: 48. Predictive:46, Progressive 1, PBX
Normal	04/11/2012 11:31:34	landlord	Total Agents: 47. Predictive:46, Progressive 0, PBX
Normal	04/11/2012 11:31:03	landlord	Total Agents: 46. Predictive:45, Progressive 0, PBX
Normal	04/11/2012 11:30:49	landlord	Total Agents: 45. Predictive:44, Progressive 0, PBX

Start | Softdial License Monit... | Search Desktop | 11:32 AM

**Softdial License Monitor [localhost]**

File

Last Message

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

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

History

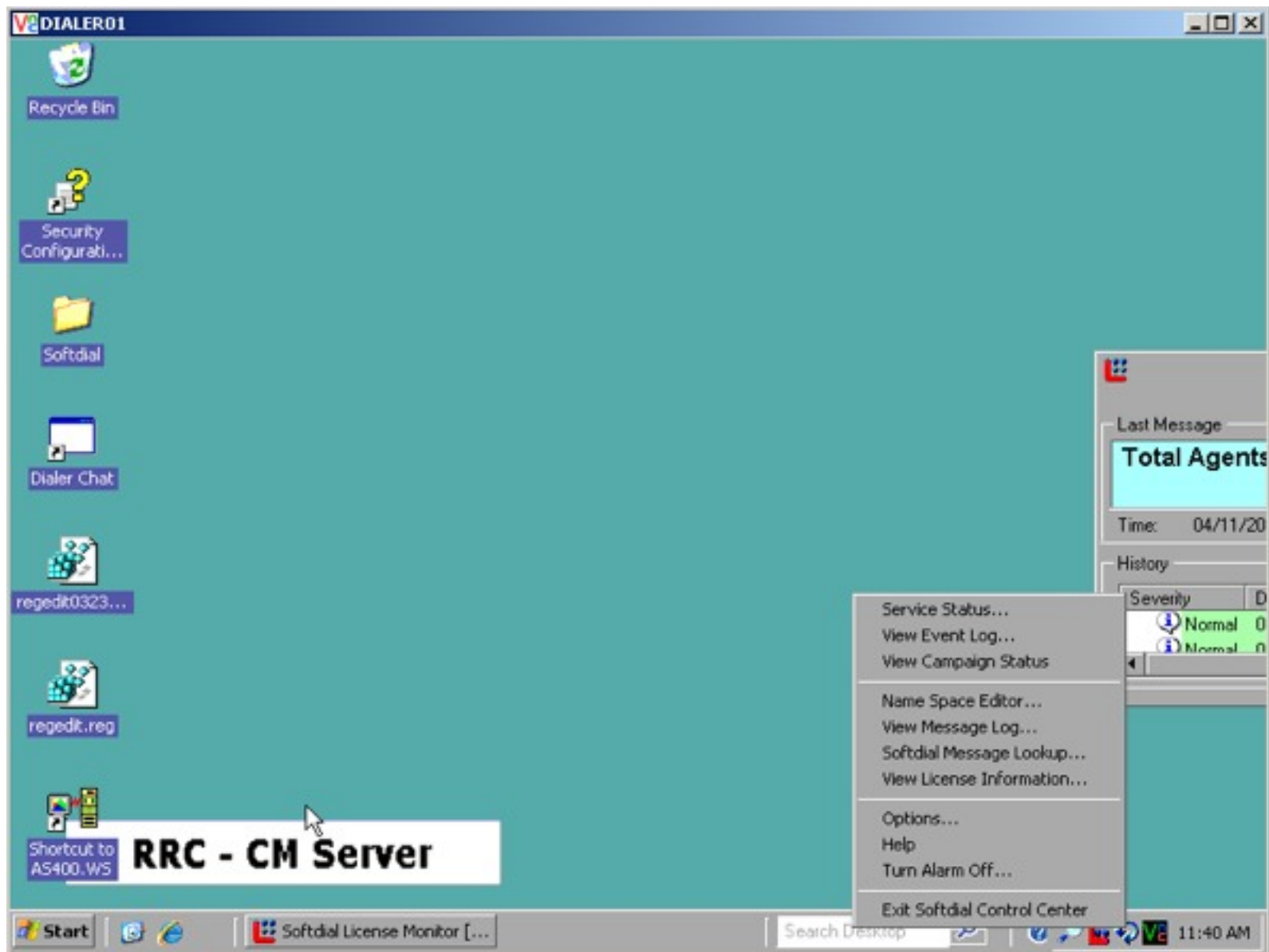
Severity	Date and Time	Tenant	Message Body
Normal	04/11/2012 11:33:39	landlord	Total Agents: 45. Predictive:44, Progressive 0, PBX 1, Virtual 0
Normal	04/11/2012 11:33:26	landlord	Total Agents: 46. Predictive:44, Progressive 1, PBX 1, Virtual 0
Normal	04/11/2012 11:33:23	landlord	Total Agents: 47. Predictive:45, 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



## License Key

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





**DIALER01**

**Softdial License Viewer**

License Serial Number:

If you are upgrading your license, please select the 'Generate License Request' button above and send the generated license request document to your supplier.

**Softdial Plugin Predictive Dialer Licensing**

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 Scripiter

**Predictive Rental Extensions**

None

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

**Regular Agent Licensing**

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

**PBX Agent Licensing**

None

**Taskbar:** Start | Softdial License Monitor [...] | Search Desktop | 11:37 AM

**System Tray:** Last Message: **Total Agents**  
 Time: 04/11/20  
 History:  

Severity	D
Normal	0
Normal	0

## Softdial Plugin Predictive Dialer Licensing

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 Scriptor

## Predictive Rental Extensions

None

Max Abandon Rate: 20.0%

Abandoned Call Delays Enabled To 6 Seconds

IVR agents can use predictive licence



## License Usage

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



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## 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



## Considerations

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



## License Costs

- Predictive \$1,900
- Preview \$1,200
- IVR Outbound  
\$1,500
- IVR Inbound  
\$1,200
- Call Recording

QUANTRAX CORPORATION INC.



# I-Tel Licenses Thank you

Quantrax April 2012