

# GREENDIALER OVERVIEW



Pay as you Go System  
Rapid Campaign Development  
Campaign Management  
Support and Training

Complete SaaS Based Pay As You Go System



## Pay as you Go System

### No Contracts, Easily Track Balances and Payments

Our Greendialer site is a completely SAAS based Cloud Telephony Solution. SAAS (Software as a Service) is the new technology sparking growth in today's economic times. Instead of purchasing expensive equipment and software, you can now take advantage of already developed networks that will let you use the software on a pay as you go basis.

Some companies will have fees associated with the use of their network. We are proud to announce that we will only charge you for the successful calls that you make in our network.

This would include all live pickup calls. Billing starts from the moment the call is answered (origination) until the moment the call is hung up (termination.)

### Here are the situations where the call is not charged:

- Ringing Time
- Disconnected
- No Answer
- Busy, etc.

You can track your balances via a backend link in your main Greendialer account. This link moves you between Greendialer and the Billing site. You will find this link at the top center of the screen.

### On the billing side you can:

- View Account Balance
- Download CDR's (Call Detail Records)
- View Campaign Summaries
- View Payment History

### Our billing system updates every 5 Minutes

### Billing Features

- Carrier Style Billing 6/6
- International A-Z locations
- Variable Billing for International
- Can prevent High Cost Area calls such as those to International Mobile numbers
- No charge for calls that don't connect
- Track Account Balance
- Track Payment History
- Download CDR's
- Available 24/7

### Rapid Account Setup

Ask us for help! Through email, chat or phone we can collaborate and have your account setup and ready to dial within minutes!

### Multiple Campaign Support

Create and customize as many campaigns as you need. Each campaign will have its own Database, Audio Files, Caller ID, Transfer #, and Schedule.

### Support and Training

If you need any ongoing support or training then contact us at [support@dialtel.com](mailto:support@dialtel.com) or contact Erik directly at (774) 273-1355.



### CAMPAIGNS YOU CAN EASILY CREATE

With Greendialer.com you can rapidly create campaigns that are pre-defined and stored in our system.

**Here are the campaign styles you can create with our hosted dialer:**

- Polls and Surveys
- Live Transfers
- Voicemail Leads
- Mass Notification

We can also modify any campaign you create to make it more advanced. When we do this you will have the ability to then make carbon copies of that campaign into multiple campaigns. Very powerful and easy to use system!

### MEASURING RESULTS FROM YOUR CAMPAIGN

With Greendialer you can quickly and effectively measure the results of a campaign.

**Here are some of the ways you can monitor your campaigns performance:**

- Poll Activity Report
- Call Activity Report
- Call Transfer Report
- Voicemail Report
- All Completed CDR's (both dialer and billing reports)
- Detailed Summary Page (Detailed Disposition of Calls)
- Advanced Summary Page (Ratio Performance Data)



**Hosted IVR Solutions at your Fingertips**

## GETTING THE MOST OUT OF YOUR EXPERIENCE

We want to help you get the most out of your time with us. If you get stuck anywhere then please let us know.

We are here to serve the big and small customers all the same. Also we are here to serve the short term and the long term customer.

**If you need to get a message out, let us help!**

**If you need to flood a call center with live transfers, let us help!**

**If you need to create a poll or a survey, let us help!**

We are here to serve all the needs of our customers no matter the situation or time of day. If you need immediate assistance you can reach us in many ways via every page of our website [dialtel.com](http://dialtel.com).



Hosted IVR Solutions at your Fingertips

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