



No more fumbling with papers,  
prospects falling through the cracks,  
or dialing with your fingers!

More Sales in Less Time  
Double or Triple your Calls & Sales

## Cloud-based Sales Lead Management System Including Blended Inbound & Outbound Calling

### Cloud (Virtual) CRM

- EASY TO USE – Simple, customizable, and fast deployment.
- WORLDWIDE USE – Agents may be located anywhere in the world.
- ACCOUNTS-CONTACTS-DEALS – All your information about prospects and customers.
- OPPORTUNITY MANAGEMENT – Manage all your deal information on one page.
- LEAD NURTURING – Keep leads and deals alive until they are ready to buy.
- BUSINESS INTELLIGENCE DASHBOARDS – What you see when you log in: Your Pipeline, New Leads, Forecast Sales, Sales Stage Summary with customizable dashboard.
- EMAIL & CALENDAR SYNC – Includes built-in email and syncs with Microsoft Outlook or Google Calendar.
- MARKETING AUTOMATION – Automate repetitive tasks.
- REPORTS – Various reports, indicators, forecasts, management, and analytics are easily available.

### VoIP Phone Service

- TRULY UNLIMITED VoIP CALLS – Includes both inbound and outbound calling in the USA & Canada.
- LOCAL or TOLL FREE NUMBERS – Choose one or both at no extra charge with each license.
- INBOUND SCREEN POPS – When calls come in, Caller ID is recognized and callers' information pops up.
- PROGRESSIVE & PREVIEW OUTBOUND DIALING – To instantly dial, just click any telephone number or update a record.
- NO DELAYS or DROPPED CALLS – On outbound calls, you will hear live answers say “Hello” and can speak to them immediately. There will be no delays, so no one you call will have to answer your calls and say “Hello...hello?” before you come on the line. In addition, there will be no “dropped” calls.
- CALL TRANSFERS & CONFERENCING – Transfer or conference calls to anyone in the USA or Canada.
- CHAT (INSTANT MESSAGING) – Communicate internally among staff.
- CALL RECORDING – Record conversations on your hard drive with the click of a mouse.
- PRE-RECORDED MESSAGE – When you reach an answering machine or voice mail, after you hear the beep, personalize your call by greeting them by name, then click to leave your pre-recorded message. You can either instantly move on to another call or stay on the line while your message plays.

See all the features at: <http://www.Cloud-Dialers.com>

Month to Month - No Contract – All Features Included  
**Cost: Only \$79 per Month per PC**  
**Plus One Time License Fee of \$199 per PC**

# Koala Cloud Call Center Screenshot

The screenshot shows the Koala Cloud Call Center software interface. At the top, there is a navigation bar with options: Home, Accounts, Contacts, Reports, Library, Add Records & Leads, Campaigns, Calendar, Admin, and SEARCH. Below this, there are tabs for 'Sales Update', 'Edit Profile', 'View Profile', and 'Review And Take'. A 'Call' button with a 'GO' icon is also present. The main content area is divided into sections: 'Call Backs and Appointments', 'Contact Info - Thomas Jones', 'Contacts', and 'Profile Summary'. The 'Contact Info' section includes fields for Name, Title, Company, Address 1, Address 2, Address 3, City, State, Zip, Country, Ultimate, Duns, Web Address, Parent, Company, Group, Acct Mgr, Partner, Partner Rep, Campaign, Phone, Cell/Mobile, Alt Phone, Site Duns, Fax, Company, Revenue, Employee Size, Lead ID, Title Code, Function, Date Entered, Contacted Date, Last Updated, Industry Code, and Email. The 'Contacts' section shows a list of contacts with fields for Contact, Phone, Alt Phone, Title, Cell/Mobile, and Email. The 'Profile Summary' section includes fields for Lead Status, Initial Lead Grade, Lead Value, Lead Source, Forecast Date, Marketing Mix, and Installed Base. On the left side, there is a 'zClick Dialer' window with a numeric keypad and call controls like 'Call', 'Clear', 'Hang Up', 'Offline', 'Hold', and 'UnHold'.

## Two Ways To Make Outbound Calls:

**Click Dialing:** When you want to make a call, just **click** a telephone number on the CRM. The dialer instantly dials that number. No more dialing by hand while looking back and forth from the phone number to your telephone key pad. A Key Pad is available with various functions to assist you.

**Progressive Dialing:** (Coming Soon) You can also start “**progressive**” dialing by simply updating a record. It automatically dials the next phone number. The customer or prospect’s screen pops up as it dials (before the party called answers).

## Inbound Screen Pops:

**Screen Pops:** Whenever a call comes in, if that phone number is in your records, the screen with that customer or prospect’s information pops up for you. As soon as you answer the call, you’ll be able to communicate intelligently, without having to scramble to find any information about the caller.

## Dialing Features

**Hear Live Answers:** When someone answers a call, you hear them speak, so there are no delays.

**Leave Messages:** If an answering machine or voicemail is reached, you have four choices: 1) Click to hang up and make another call, 2) After the greeting and beep, speak a live voice message, 3) After the greeting and beep, click one of the “1-2-3” buttons to leave one of the agent’s three pre-recorded messages while staying on the line. If a person picks up the phone while the message is playing, the agent can stop the message and speak to him or her, 4) After the greeting and beep, say “Hello” and speak the person’s name, then click the “PAM” button to instantly move on to another call while the agent’s pre-recorded message plays. If someone picks up the phone, the agent will not be there to speak to him or her. (**Warning:** Depending on who is called, where the call recipient is located, the purpose of the call, and whether or not you have obtained prior consent, leaving a pre-recorded message may NOT be legal in all cases.)

**Record Conversations:** One mouse click to record conversations on your hard drive.

**Transfer & Conference Calls:** Click to conference other people on the call or transfer a call to another person anywhere.

**Read Scripts:** Your 4 scripts can be displayed to assist you when talking to someone.

*Koala Cloud Call Center  
is a joint project created  
by LeadMaster, LLC  
&  
Electronic Voice Services,*

# What You Need To Supply

## 1) Desktop or Laptop PC with Windows XP or Vista or 7 or 8 and a sound card

Apple's MAC computers require Windows desktop virtualization software such as Parallels.  
Koala does not work with Tablets, Netbooks, or Smart Phones.

## 2) USB Headset

## 3) Internet Connection

Our VoIP (voice over internet protocol) dialers require a high speed internet connection with adequate and consistent bandwidth to have high quality calls.

To determine your internet bandwidth, you may quickly perform a test at this website:

<http://www.speedtest.net>

Click the "Begin Test" button.

It first tests your "Ping", then your "Download Speed", and finally your "Upload Speed".

### Minimum Requirements of Test:

**Ping:** should be less than 90 ms

**Download:** need at least 1.5 megabytes (mbps) per user

### Other Very Important Factors:

Other simultaneous activities by you or other people (such as web browsing, audio and video file streaming, uploading and downloading files, watching YouTube, etc.) that are using the same internet service can greatly reduce the available bandwidth for your dialer. If your internet service provider shares the same service with other people or companies in your neighborhood, your service can be diminished at any time if any of those other people are using a lot of bandwidth. We recommend getting higher bandwidth and/or using a Quality of Service (QOS) router if your bandwidth is inadequate for high quality sound. Wireless and satellite internet connections may or may not work well, depending on their signal strength. Wired connections are the best. We recommend using either AVG or Windows Security Essentials anti-virus software. Some anti-virus software (such as Norton, Kaspersky, Sophos, Avast, Trend Micro, Web Root, and McAfee) may block or degrade your VoIP service, but they can often be unblocked for the use of this product. Please contact us for assistance.

**Note: You do NOT need a telephone or telephone line!**

**Buyers/Users are 100% responsible and liable for using this product legally:**

<http://www.evs7.com/docs/buyers-agreement-ps-click.html>



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