



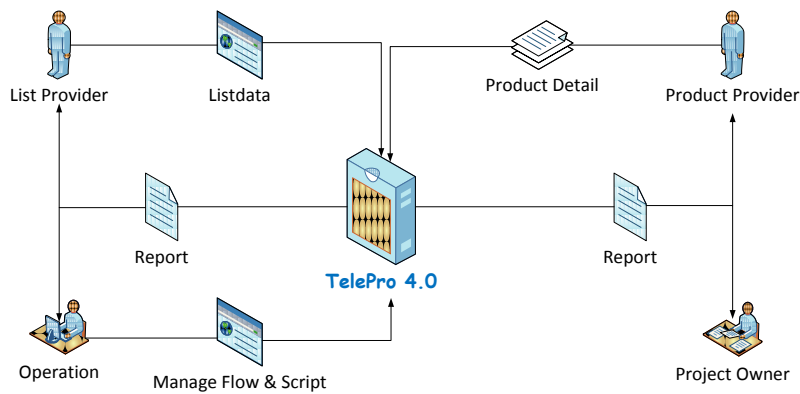
# TelePro® Software

## A COMPREHENSIVE TELEMARKETING TOOL FOR THE SUCCESSFUL TELEMARKETER

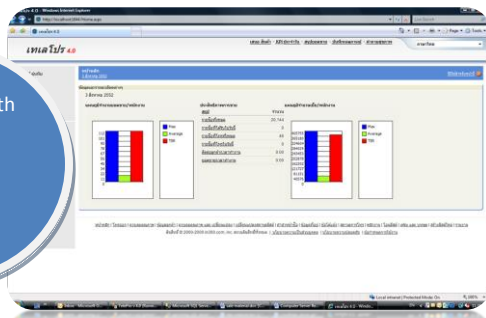
TELEPRO® SOFTWARE is In360's proprietary tool developed and owned by In360. The software has been developed based on experience and expertise in insurance and financial business. Yet its nature of flexibility allows the ability to adapt and adjust the software to be used in other industries specific to each client's unique requirements.

TELEPRO® SOFTWARE is developed under the latest technology (i.e. C#, .Net framework, and AJAX), based on Microsoft SQL Server 2008. It is a user friendly tool with comprehensive features supporting a full cycle of telemarketing activities allowing proficiency in campaign management and optimization of clients' business process.

### Data flow Overview



Home Page with Graphic showing TSR efficiency



## TelePro® Software

TelePro® is software developed specially for Call Center Business serving leading insurance and financial firms both local and global for more than 8 years.

### Computer Server Specification

1. OS Windows Server 2003 R2 or higher
2. SQL Server 2005 or higher
3. .NET Framework 3.5
4. IIS6 or higher
5. ISA Server (Optional)

### Computer Client Specification

1. OS Windows XP or Windows Vista
2. Internet Explorer 7 or higher version
3. CPU Minimum Celeron 2 GHz
4. Minimum Memory 512 MB
5. Monitor SVGA Resolution 1024X768
6. Modem (Optional for Auto dial function)
7. Network ( LAN : local area network)

### Data Loading Support in format

1. Text File Format
2. CSV File
3. Excel
4. Microsoft Access
5. Microsoft SQL Server
6. XMLa

# TelePro® Software

**T**elepro® Software is designed to enhance sales management efficiency ranging from pre-sales, to sales, to post-sales stage as it offers the following functions;

## A. **TelePro® Front End:**

A sales management module consisting of the following features;

1. **Inbound Module:** This module allows telesales to add prospect information or reference from existing customer to TelePro® and convert to Outbound Module for running telemarketing activities.
2. **Outbound Module :** This module contains many tools to enhance sale and keep campaign on track. The key feature of this module is;
  - a. Ability to automatically call up customers via Auto Dial Module for customer data protection
  - b. Ability to set call flow to make sure that TSR not skip any important information or process
  - c. Ability to record sales information and call status for each call with support report
  - d. Ability to track and record talk times in each conversation with report providing information for further analysis
  - e. Ability to display customer and product details during the conversation by linkage to script
  - f. Ability to display call history recorded
  - g. Ability to link to support module to schedule call backs date and time to customers
  - h. Ability to manage individual TSR calling schedule
  - i. Assist TSR with object handling tool
3. **Support Module :** A module contain tools to support telemarketing activities such as appointment schedule tool, memo/ note pad tool, auto dial tool, call history record tool, credit card validation number tool.

## Security

- ✓ Ability to verify access rights from SQL database/ Active Directory from Windows (Window Authentication)
- ✓ Ability to track activities of individual user at all times e.g. log-in and log-out time
- ✓ Ability to grant access rights to each part of the program to individual user
- ✓ Ability to identify and authorize access of particular IP
- ✓ Ability to automatically log out of the program once user has left the program for a certain period of time

## Permission

- ✓ Ability to authorize program usage according to user group; Telesales, Supervisor, QC, Admin
- ✓ Ability to authorize access rights to each module for each user group. For example;

Module User	TSR	Sup	QC/ Admin	DSM
Inbound Module	Yes	Yes	Yes	Yes
Outbound Module	Yes	Yes		Yes
Support Module	Yes	Yes		Yes
Management Module			Yes	Yes
Admin Module			Yes	Yes
Report Module		Yes	Yes	Yes





# TelePro® Software

## B. TelePro® Back End:

### 1. Management Module

The module is for list management and QC containing features of;

- a) List allocation to individual telesales
- b) List re-allocates and call backs to telesales
- c) Adjust call status or reassign active call status to certain lists can be performed
- d) Auto load lists according to standard format
- e) QC process to approve information correction

### 2. Admin Module

- a) Ability to manage employee information including add, edit and delete
- b) Allocate and group resources or form team
- c) Authenticate user via window authentication or user log on
- d) Ability to identify call status in each call with the ability to add status as required
- e) Ability to identify maximum call frequency and assign call status after reaching the preset frequency e.g. maximum 3 call attempts for unreachable and maximum 5 call attempts for contacts
- f) Ability to preset multiple scripts and automatically assign customized script to best suit individual customers e.g. for male customers, script ID1 is used, and for female customers, script ID2 will be assigned.
- g) Search tool with multiple choice of filter and able to identify multiple search conditions such as name, family name, age, gender
- h) Ability to set up various basic coding such as title, province, district, sub-district, to prevent mistype and reduce talk time

### 3. Report Module

TelePro® support may report for further analysis and continuous improvement for telemarketing activities such as;

- a) Productivities Report
- b) TSR Tracking Report
- c) Daily Activities Report
- d) Yes File Report
- e) Application Form
- f) Customize Report according to customer requirement

The screenshot displays two reports from the TelePro software. The left report is the 'Campaign Productivity Report' for Project 1, showing a table with columns for 'New Leads', 'Total Leads', 'Total Calls', 'Total Calls Answered', 'Total Calls Disconnected', 'Total Calls Unavailable', 'Total Calls No Answer', 'Total Calls No Answer (Phone)', 'Total Calls No Answer (Fax)', 'Total Calls No Answer (Email)', 'Total Calls No Answer (SMS)', 'Total Calls No Answer (Voice)', 'Total Calls No Answer (Video)', 'Total Calls No Answer (Audio)', 'Total Calls No Answer (Image)', 'Total Calls No Answer (Text)', 'Total Calls No Answer (Other)'. The right report is the 'Daily Activity Report' for Project 1, showing a table with columns for 'Total Records Received', 'Total Records Lead', 'Total Records Unavailable (Phone Not Answered)', 'Total Records Dead', 'Total New record count', 'Total Records (Unreachable, Unavailable, Under Review, Error)', 'Unreachable (No. of times answer, unreachable, wrong, duplicate)', 'Unreachable', 'Total Progress', 'Already Apply (Other AD's Project)', 'Conversion Rate Sales', 'Sales Records', 'Call Rate', 'Sales to Progress', 'Callback', 'Follow up', 'Incomplete', 'Contact', 'Contact Rate'.

## Integrated Module

### QA

A sales verification management consisting of QA Module which is used for verifying sales information sent from TelePro® Front-end

- Automatically import sales information from TelePro® Front-end
- Ability to grade TSR performance and feedback to Supervisor for further coaching
- Ability to track and records sales defect statistics for further analysis and performance improvement.

### Commission

A commissions and incentives management containing the following functions Ability to preset tier value according to sales (apps and premiums) made either on daily, monthly, or annual basis

- Ability to support additional incentives calculation
- Ability to assign variable codes used in calculating commissions automatically e.g. lapse, deposit, reserved fund.

### Customer Service

Support customer request handling or change on close sale with automatically link information from TelePro®

### Microsoft Dynamic CRM

Additional module supporting cross sale and up sale activities based on data mining or running further additional marketing campaign to specific group of prospect