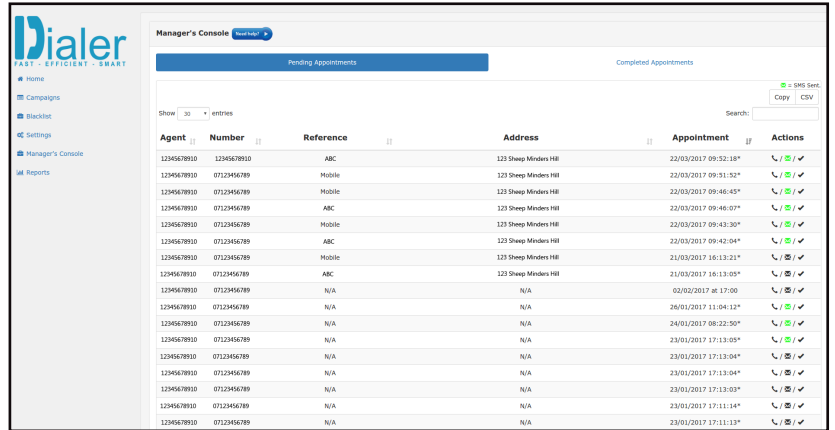


Dialer & TPS Service

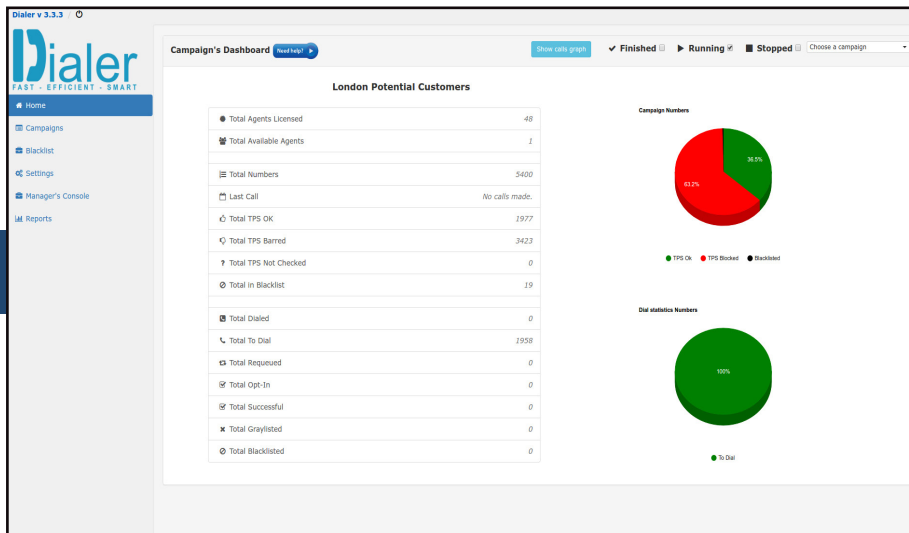
futurevoice has an integrated dialer that runs as part of the Hosted Telephony platform.

This can be combined with the data that you upload being checked by our online TPS and CTPS service. This checks the data against the TPS database to ensure that your customer is not calling numbers that are barred. This is particularly useful for

outbound sales orientated call centres making calls to domestic households and businesses trying to sell goods over the phone or booking appointments for field based staff. The futurevoice dialer is classed as network friendly so waits for an agent to log into a campaign, the dialer then calls the agent and when the agent picks up this call the dialer then makes the outbound call, this alleviates against instances such as ghost calling which is when the person being called has picked up the phone and there is no agent connected at the other end. The Futurevoice dialer delivers a more efficient way of using your data as it is less likely to be churned through quickly and you can be assured all numbers will be called by your marketing team. The agents within the call centre have the ability to score each call that has been placed, this is done at the end of each call by pressing predetermined keys on the telephone keypad.



The screenshot shows the 'Manager's Console' interface. It features a navigation menu on the left with options like Home, Campaigns, Blacklist, Settings, Manager's Console, and Reports. The main area displays a table of appointments, categorized into 'Pending Appointments' and 'Completed Appointments'. The table has columns for Agent, Number, Reference, Address, Appointment, and Actions. The data includes agent IDs, phone numbers, references (e.g., ABC), addresses (e.g., 123 Sheep Mindes Hill), and appointment times. Each row has a set of icons for actions like edit, delete, and status change.



These scoring options could be booked / sold, do not call this person back, re-queue the call, blacklist this number from future campaigns or a custom option tailored to your business. The Managers console allows the ability to listen to calls for booked or sold appointments (if call recording is activated), and they can also push the successfully booked meeting request out to field agents via Gmail or alternative calendar integration.

Telephone Preference Service (TPS)

The telephone preference service is a list that any business or domestic household or mobile user can register to for free to block calls from telemarketing companies and businesses that are trying to book appointments to sell their goods or services over the phone.

There are a reported 26 million numbers now registered on the TPS database. Businesses that call out and choose to ignore the governance of this register can be severely punished by way of fines being imposed by the TPS body, the fines levied can be anything up to £100's of thousands of pounds for persistent offenders.

The screenshot shows a web dashboard with a sidebar on the left containing 'Campaigns', 'Blacklist', 'Settings', 'Manager's Console', and 'Reports'. The main content area is titled 'Live Campaign Report' and features two summary cards for 'CV Postcode 14-03 LANDLINE ...' and 'SR FILE 1 Ms User 22.3.17'. Each card displays 'Agents' (Total, Logged In, Available) and 'Numbers' (Total, TPS, BlackList, OK, Barred?). Below these is a 'Summary' table with columns 'Scored', 'Requested', 'Dialed', and 'To Dial'. At the bottom, a 'Live Call Report' table is visible with columns for Campaign Name, Agent, Number, Reference, Start, Duration, and Status. The report shows two entries: 'LONDON POTENTIAL CUSTOMERS' and 'MANCHESTER POTENTIAL CUSTOMERS'.

Futurevoice service allows you to upload your marketing list into our platform which is then automatically checked against the TPS database, the numbers that are registered are shown as numbers that cannot be called therefore do not get routed by the dialer. We check your database twice a day to ensure the accuracy of your data and more importantly to ensure your business does not breach the law.

The screenshot shows a 'Live Call Report' table with columns: Campaign Name, Agent, Number, Reference, Start, Duration, and Status. The table contains 15 rows of call data, including campaign names like 'CV Postcode 14-03 LANDLINE User NO MOBILE' and 'SR FILE 1 User 23.4.17', along with agent numbers, phone numbers, references, start times, durations, and statuses such as 'Ringing Agent', 'Ringing Number', and 'On Call'.