

# Q-Law Predictive Dialer Module

IT MAX Group's Q-Law Predictive Dialer Module helps law firms and collections agencies plan and execute campaigns based on debtor data in Q-Law databases. The turn-key system features advanced smart dialer software, tight integration with Q-Law and all the hardware needed to completely replace more expensive and less functional hosted dialer solutions. Developed specifically for Q-Law customers, the Predictive Dialer Module has been proven to increase debt recovery rates, improve customer service and boost agent productivity.

## Complete Integration with Q-Law

The Q-Law Predictive Dialer Module features tight integration with your Q-Law system for campaign planning and execution. Call-down campaigns are generated directly from Q-Law based on selected customer criteria (account, past due status, loan amount, etc.), and campaign results are instantly reported to the Q-Law system for record-keeping and analysis. More importantly, the integrated dialer solution automatically presents your agents with the appropriate customer account screen once a call is connected. This creates a more seamless experience for both the agent and the party being called, resulting in higher debt recovery rates and better customer service.

## Own, Not Lease Your Dialer Solution

If you are like many Q-Law customers we know, you probably spend \$2,000-\$5,000 per month on hosted dialer services that offer limited integration with your legal system and often provide less-than-stellar service quality. Before now, the alternatives were too expensive, difficult to manage and cumbersome to deploy and use. Today, Q-Soft and IT MAX Group, a Chicago-based provider of software and IT services to law and collections firms like yours, bring you a highly functional, integrated predictive dialer solution at a price point that virtually guarantees a complete return on investment in under 12 months. Stop throwing money away and ask for a free consultation today!

IMPROVE  
CUSTOMER  
SERVICE

INCREASE DEBT  
RECOVERY RATES

LOWER COSTS

BOOST AGENT  
PRODUCTIVITY



**...we know that the first contact with the debtor is often the best chance we get for debt recovery. With IT MAX Group's Predictive Dialer, our agents finally have all the tools necessary to collect the most from these calls...**

Keith Shindler, Shindler Law



## Enjoy All Familiar Features. ...And Some New Ones.

### Smart Dialer

The Q-Law Predictive Dialer can operate in auto-dial and predictive dial modes. The auto-dial mode only dials out when an agent is available to handle calls. With predictive dialing, the system can account for the number of agents available, contact rates, average conversation time and other criteria to initiate more outbound calls than there are agents — resulting in higher agent productivity while still minimizing “silent calls”. Some of the dialer’s built-in features include:

- Message (balance, due date, appointment) or connect to agent campaigns
- Text-to-speech and recorded message capabilities
- Automatic detection of connected calls, busy signals, no answer timeouts, fax and answering machines, and wrong numbers

### Campaign Reporting

The results of each campaign are documented to assist in planning future campaigns and to identify agent training opportunities. Statistics such as drop rate, debt recovery rate and others are recorded and can be included in predictive dialer settings for campaigns to similar customer groups.

### Availability and Presence Integration

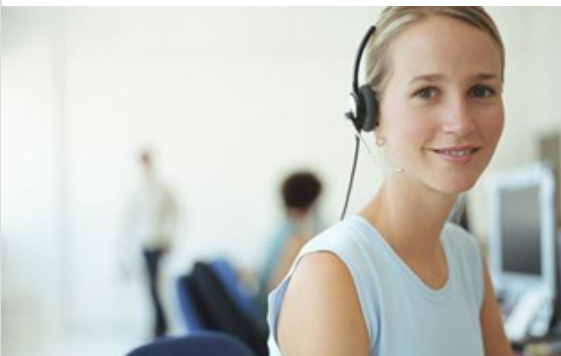
Unlike hosted dialer solutions, the Q-Law Predictive Dialer Module knows exactly when your agents are available to take calls. By allowing agents to set their availability status using an easy, instant messaging-like interface, the dialer can automatically adjust outbound calling patterns to ensure every connected call is handled properly. What’s more, the system can monitor mouse and keyboard activity and automatically set the agent’s status to “Unavailable” once a pre-determined interval of inactivity is exceeded.

### Advanced Campaign Control

The Q-Law Predictive Dialer allows your agents to create multiple campaigns on the fly and have granular control over campaign parameters. Campaigns can even be created and modified using a web-based campaign manager interface, accessible from anywhere with an Internet connection. Some customizable campaign parameters include:

- Start/end dates for call campaigns
- Start/end calling times for campaigns
- Campaign priority
- Geographical area by area code and state
- Number and named agents dedicated to campaign
- Rules for time and number of callbacks

COMPLY WITH ALL  
FEDERAL AND  
STATE  
REGULATIONS,  
INCLUDING  
FDCPA, TIME  
ZONES, DISPLAY  
NUMBERS AND  
DROPPED CALL  
RATES



ACHIEVE A  
COMPLETE  
RETURN ON  
INVESTMENT IN  
UNDER 12  
MONTHS\*

\*BASED ON HOW MUCH AN  
AVERAGE Q-LAW CUSTOMER  
SPENDS ON OUTSOURCED  
DIALER SERVICES



## Easy to Install. Easy to Use. Easy to Own.

### Leverage You Existing Systems

You may have paid a lot for your PBX system. You may even like it. You should keep it. The Q-Law Predictive Dialer Module integrates with most Analog or VoIP-enabled phone systems and uses them to place calls for your Q-Law campaigns. By adding a media gateway and a speech server to make the calls, we maximize the value of your phone system investment by making it serve double duty. The solution's primary elements include:

- An 8-line media gateway for connecting to your PBX
- A Microsoft Speech server to place the calls
- A light software client for agent workstations

### Deploy in Days

Unlike with other integrated dialer solutions, your deployment can happen in a matter of days. How so? By having a pre-built integration to Q-Law, we can avoid the lengthy specification, development and testing processes, simply configuring the dialer to match your specific implementation. All that's left to do is configure the server connection and agent extensions (or home phone numbers if necessary) — and you're ready to go.

Further, the agent software client is designed to mimic familiar instant messaging interface controls, minimizing the time your agents have to spend in training.

### Pay What You Pay Now

Did we mention how affordable the Q-Law dialer is? We'll say more: with our available extended payment plans, you can keep paying what you pay now for outsourced dialer services — but with a rather finite number of payments. Now, can you really afford not giving us a call?

### About IT MAX Group

In business for over 10 years, IT MAX Group provides IT support and services to small businesses in legal, healthcare, professional services and other industries. We have helped many companies like yours to stabilize IT budgets, increase productivity and eliminate technology headaches. Spend your time doing what you do best — and let us do the same for your business.



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