



MarkeTel Systems Ltd. (inc. 1993) is a complete contact centre solution provider that not only helps clients increase productivity by an average of 300%, but also improves efficiency and customer service at call centres worldwide. MarkeTel's product offering includes predictive dialer, dynamic scripting and real-time reporting software.

Products

- **Prospector®**

Predictive dialer controller software for MarkeTel Pursuit. Prospector is designed for call centers of all sizes to maximize productivity!

- **Virtual Display**

Network integrated data entry software with open architecture and expanded capabilities

- **SuperScript**

Advanced data collection and script creation tool for polling, market research, surveys and other industries requiring detailed data collection while on a call.

- **Report Suite**

Powerful report tool to summarize and generate call data statistical reports for on-site or web-based reports in real time

Product Overview

The MarkeTel Pursuit™ - Advanced Telephony Server is a task-focused predictive dialer, designed and built for contact centers of all sizes, complete with the option to integrate with digital, analog or VoIP phone lines via Session Initiation Protocol (SIP).

The MarkeTel Pursuit™ is custom built to your specification and future expansion plan, as we understand every business processes and needs are different. The technology allows you to complete calls and manage information with real time call monitoring, dynamic scripting and reporting capability. Vital statistics are readily available to manage your office or call center. Combined with MarkeTel's Prospector® software, MarkeTel Pursuit™ is ideal for increasing productivity and results in any predictive dialling environment including appointment setting, prospecting, selling subscriptions, polling, gaining membership, or building customer loyalty.

Solution Overview

The ShoreTel Certification lab testing process has verified that MarkeTel Pursuit™ can be configured to work seamlessly with ShoreGear via VoIP environment. This integration allows clients to have ShoreTel's phone system and MarkeTel's predictive dialer to work in uniform. The MarkeTel and ShoreTel combined solution provides contact centers with a unified technology and flexibility for growth.



"We wanted to be on the cutting edge of technology, but not have to spend a fortune to get there, after the demo we were sold on the product. We choose to go with the "Marketel Pursuit Dialer and Prospector Application". As it turns out the system was just right for our organization, it was priced right and met the expectations all the way around. The system was delivered ready to go, and without much effort the new dialer was in place and running within 24 hours."

William Beck
IT Manager
Save Avenue

"When working with MarkeTel I found that our campaigns run phenomenally well. After install there was no need for dedicated IT staff...Tech support is amazing, they bend over backwards to help."

Mike Warren
VP of IT
24/7 Intouch

Key Features/Benefits

- Increase productivity by up to 400% - eliminate the need to hire extra employees
- Anywhere management – remotely manage your campaign from anywhere
- Remote Agent - allow agent and supervisor to work from anywhere
- No Pause, No delay – eliminate waste time and improve customer satisfaction
- Unlimited disposition – multiple result entry enablement
- Large scalability – have as many operators and phone lines as you desire
- Highly configurable – chose your operator/phone line configuration to optimize your campaign.
- Call monitoring – silent and barge-in for quality assurance
- Call recording – recording all calls or specific calls for quality assurance

Customer Value

ShoreTel IP telephony solution infrastructure provides businesses with a secure, cost-effective, and scalable VoIP solution that is easy to manage.

MarkeTel provides end-to-end contact center solutions to enable our customers and partners to achieve their goals and realize their full potential through exceptional products and services.

About MarkeTel

MarkeTel Systems Ltd. was incorporated in March of 1993 to develop an outbound predictive dialer to respond to a market demand for affordable systems for small to mid-size call centers. However, it has since evolved into a complete contact center solution provider, including predictive dialer, dynamic scripting and real-time reporting software, etc.

MarkeTel's contact center solution is perfect fit for small medium size enterprises (SME) as it customizable and it is made to be simple, reliable and effective! MarkeTel provides comprehensive technology that not only increases productivity by an average of 300% but also improves efficiency and customer service at call centers world wide. Please visit <http://www.marketelsystems.com> or call 1800-289-8616 for more information.

About ShoreTel, Inc.

ShoreTel, Inc., (NASDAQ: SHOR) is a leading provider of Pure IP Unified Communications solutions. ShoreTel enables companies of any size to seamlessly integrate all communications - voice, video, messaging and data - with their business processes. Independent of device or location, ShoreTel's distributed software architecture eliminates the traditional costs, complexity and reliability issues typically associated with other solutions. ShoreTel continues to deliver the highest levels of customer satisfaction, ease of use and manageability while driving down the overall total cost of ownership. ShoreTel is headquartered in Sunnyvale, California, and has regional offices in the United Kingdom, Sydney, Australia and Munich, Germany. For more information, visit www.shoretel.com or call 1-877-80SHORE.

Disclaimer

To be "ShoreTel Certified" means that Technology Partner's product will inter-operate with the ShoreTel system, but ShoreTel does not certify that the features or functionality of Technology Partner's product will perform as specified by Technology Partner nor that Technology Partner's product will meet your specific application needs or requirements. To inter-operate means that Technology Partner's product is able to exchange, use and share information with



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