

Technical Details

Barracuda Multiple Agent Predictive Dialers

At the time of purchase, EVS requires the following 4 pages be read, signed, and faxed to EVS by Buyer/User:

Overview

This product can dial on many phone lines from one computer and connect the calls to multiple agents as they are available. The predictive dialer software and the list of telephone numbers are located on the dialer computer and each agent uses a work station computer with agent station software. One year of Technical Support by telephone and/or by email is included. Networking of computers is required with this Multi-Agent System.

What EVS Provides

- 1) **Barracuda Multiple Agents Predictive Dialer Software.**
- 2) **One new industrial rack computer with Windows XP Pro.** See specifications on next page.
- 3) **One new 19" flat screen monitor.**
- 4) **New PIKA Voice Board(s).**
- 5) **Corded or Wireless Plantronics Telephone/Headsets for each agent.**
- 6) **Uninterruptible Power Supply**
- 7) **Shipping to Buyer/User's USA site** (If customer is located outside USA, extra charges may apply).
- 8) **On Site Installation & Training in USA.** (Includes travel and expenses for up to 4 days on site). If customer is located outside USA, extra charges may apply.
- 9) **One year of telephone technical support and 45 days of agents and supervisor training.**

What Buyer/User Provides

- 1) **Monitors and Workstation type computers** (desktop or laptop) with Windows 2000, XP Home or Pro for each agent are to be provided by Buyer/User. See requirements on next page. **Note:** Installation should be done locally prior to the arrival of the EVS' installer). We highly recommend a dedicated twisted pair wire run to each agent station from the station breakout box at the server. Cat5 wiring is ideal as long as a dedicated twisted pair is used for each agent station. Station wiring is always analog wiring – even when a digital T1 system is installed.
- 2) **Telephone Line Requirements:** standard **analog** or digital **T1-PRI** (either 4 ESS or 5 ESS or DMS 100). Note: T1-AMI lines are not supported. The telephone company feature "call transfer disconnect" or a PBX will be needed if call transfers will be used. Phone lines are NOT needed for any centrally located agents because the PIKA voice boards fulfill that need. Note: Telephone cables are NOT supplied with the Multiple Agents Predictive Dialers due the unknown lengths that each customer requires. * **PRI TELEPHONE LINES:** Each PRI-T1 is 24 lines, but only 23 are used for dialing, as 1 line is used for data transmission by the phone company.
- 3) **Networking:** Prior to installing the Predictive Dialer (PD), the Dialer computer and each Agent Workstation computer will need to be networked together with a **private peer to peer network** using a **dedicated switch** (not an internet switch or router and not wireless). The number of agents you can network will depend on several factors including your data base type and size, how many users are on the network, and the speed of the network. It is highly recommended that someone on your staff be a **proficient network technician** or that you have a **network technician available locally** for the initial installation and to help whenever your network goes down. Also, the Dialer computer and Workstations' **network must be dedicated** to the PD when in use. If not dedicated, there may be delays in transferring the data to the agents, resulting in hang-ups and lost calls. Security firewalls, screen savers, automatic Windows updates, power management, and anti-virus software may need to be turned off while using the system. Surfing the internet or using other programs over the network will interfere with the speed, performance, and security of your PD. A second network card should be installed on workstations that need to use the internet while also using the PD. These network cards should connect to a separate switch and workgroup that is not connected to the PD dedicated network. **Important: The Dialer computer requires a static IP address; we recommend that you set it to 250. In addition, if using Remote Agents, an external static IP address is required.**

Computers & Monitors

Description of Industrial Rack Computer supplied by EVS:



Specifications:	Industrial Rack Mount Computer
Case Model	U-Rack Mount, black
Case Dimensions (approx)	7" x 19" x 27" (varies)
Slots available	Minimum 3 PCI or 3 ISA
Processor Speed	2.0 GHz Dual Core
Memory	2 Gigs Ram
Hard Drive	160 Gigs
CD-DVD Drive	CD-DVD burner
Floppy Drive	Yes, black
Ports	Parallel, USB
Network Adapter	Yes
Keyboard & Mouse	Yes, black
Speakers	Yes
Windows Oper. System	XP Professional
Monitor	19" Flat Screen Panel
Warranty	1 year
Shipping in USA:	Included

Prices, appearances, and specifications are subject to change.

Description of Required Agent Work Stations & Monitors:

To be supplied by customer:

Agent Work Stations (desktops or laptops): At least 1 GHZ processor, 512 MB of RAM, 10 megabytes of AVAILABLE hard drive space, Super VGA Monitor, Keyboard, Mouse, and Surge Protector and/or Battery Backup for the electrical lines. Works with **Windows 2000 or XP Home or Pro (Pro preferred)**. Inexpensive work stations can be purchased from various manufacturers.

Headsets

EVS supplies your choice of these headsets for each agent & supervisor:



Corded headsets: Plantronics T10

...or...

Wireless headsets: Plantronics CT11 or CT12



Site Preparation

When purchasing a Predictive Dialer, there will be a number of issues to address prior to installation:

- 1) **Computers:** Do you have the necessary agent computers with Windows 2000 or XP Home or Pro and a monitor, keyboard, and mouse for each agent? (See "Computer Requirements".)
- 2) **Networking:** Do you have someone local to install your private Peer to Peer Network using a dedicated switch, or will you need someone to travel to your site for the installation? **Note:** Firewalls, screen savers, automatic Windows updates, power management, and anti-virus software may need to be turned off while operating the predictive dialer. (See "Networking" details.)
- 3) **Static IP Address:** Do you have a static IP address (preferably set to 250)?
- 4) **Telephone Service:** Do you know what kind of telephone service to order and by what date will the lines be installed by your telephone company? (See "Telephone Line Requirements" on page 1 of "Technical Details of Predictive Dialers".) Do you have someone available locally who will wire the telephone lines to the server computer?
- 5) **Telephone/Headsets:** Do you have someone available locally to install and wire each telephone/headset from the server computer to each agent's workstation?
- 6) **Dialing Lists:** Do you have telephone lists to dial? Please contact your salesperson if needed.
- 7) **Do Not Call Lists:** Are you registered on Federal and/or State web sites if required by law for your application?
- 8) **Qualified Personnel:** Do you have agents? Do you have an agent supervisor? Do you have a technical person readily available locally if your telephones or computer system goes down?

If you need help or do not know the answers to all of the above questions, please contact us prior to purchase and/or prior to installation.