



VOCALITY: THE DAKCS WEB BASED DIALING SOLUTION

Since the early 80s, DAKCS Software Systems has remained steadfast in its customer centric philosophy. In order to successfully achieve this commitment, the DAKCS team has focused a great deal of attention on the needs and requirements identified by their active client community.

In the last few years, with the dramatic changes in the economy, DAKCS has listened closely to the voice of their customer. As a result, the DAKCS team recognized that agencies were faced with a terrible dilemma. Clients were sending more and more accounts to them, but collectability was becoming more and more of a problem. As collection results dropped, it was becoming harder and harder to maintain the same number of employees. As debt was rising, collections were dropping and maintaining payroll was becoming difficult at best. One of the more obvious solutions was the use of automation to power through the increasing volumes of accounts. DAKCS offers an integrated dialer and IVR: VIC that allows clients to successfully work high volumes of accounts through predictive and messaging campaigns. It also allows debtors to make payment arrangements without collector intervention through the IVR. This stand alone, turnkey system is refined constantly to ensure compliance with such legislative issues as FOTI regulations and wireless compliance standards. Many DAKCS clients currently enjoy the many benefits of this solution.

The DAKCS team learned, however, that many clients needed something more. Either they wanted the opportunity to temporarily add lines for specific dialing campaigns or they simply couldn't justify the additional expense of the turnkey, stand alone solution. Once DAKCS understood the problem, they researched options and created VOCALITY: the DAKCS web based dialing solution.

VOCALITY is a simple, pay as you go messaging system that is completely integrated with both the text-based Sting software and the newer GUI Beyond.net product. By simply accessing the VOCALITY portal, DAKCS customers can set up their dialing campaigns using all the features and functions available with the state of the art VIC product. DAKCS dedicated support personnel are available (at no additional cost) to set up campaign details including text to speech dialogs. From the moment a client decides to start dialing, the VOCALITY team can have the program working in days. Vocality is a messaging solution that is designed with a link back option. The link back option allows the debtor to hit one key and be connected to a collector in the agency office. The collector will hear the account number whispered in their ear. Once connected, all conversations are recorded and stored for later review. The recording feature is important for training purposes as well as for unexpected detail requirements that may arise long after the call is completed.

The benefits are many, and the advantages are great.

- Total integration with The Sting and Beyond.net
- No Upload or download. Changes can be made "on the fly".
- Pay as you go Pricing
- Dedicated Support Team
- No Maintenance Fees

- Detailed Reporting Capabilities
- Messaging with Link Back and Recording
- Multiple Number Dialing from VIC Screens
- Cell Phone Database Scrubbing
- Text To Speech Right Party Verification
- Decision Based Call Detection

To learn more about VOCALITY, the exciting new DAKCS web based dialing solution; please contact the DAKCS sales team at 800 873 2527.