

## **authensis ACHAT V.7: New Features for an Established Market Research Dialer**

authensis AG from Munich / Germany supplies a PC server based dialer which helps to raise the interviewer field force efficiency. The ACHAT dialer is fully integrated into NIPO Odin and includes an enhanced range of functions and flexibility. The NIPO Odin / authensis ACHAT combination already is wide spread throughout market research companies in Germany and will be deployed in Eastern Europe in the near future.

Now, there are different hardware platforms available – from sophisticated Dialogic based systems down to entry systems with passive voice processing boards, all running on Linux.

The ACHAT dialer works independent from PBX platforms and is connected directly to the PSTN towards the respondent, using either E1 or T1 protocol. It can be integrated into switched telephone environments as well as into VoIP communication infrastructure to connect the interviewers. In such a case (PSTN on one side, VoIP on the other), the dialer hardware provides the ISDN / VoIP gateway function, too. A large network with approximately 500 VoIP softphone interviewer seats not only proofed the scalability of the authensis ACHAT dialer, but also was a proof of the VoIP practicability – also in wide area IP networks. Here, 20 dialers at 5 locations were networked into a virtual NIPO Odin CATI center.

For generating outgoing connections the ACHAT dialer includes different types of automatic dialing which can be freely used, also in mixed mode: Preview, Assured, Nominated and Predictive dial.

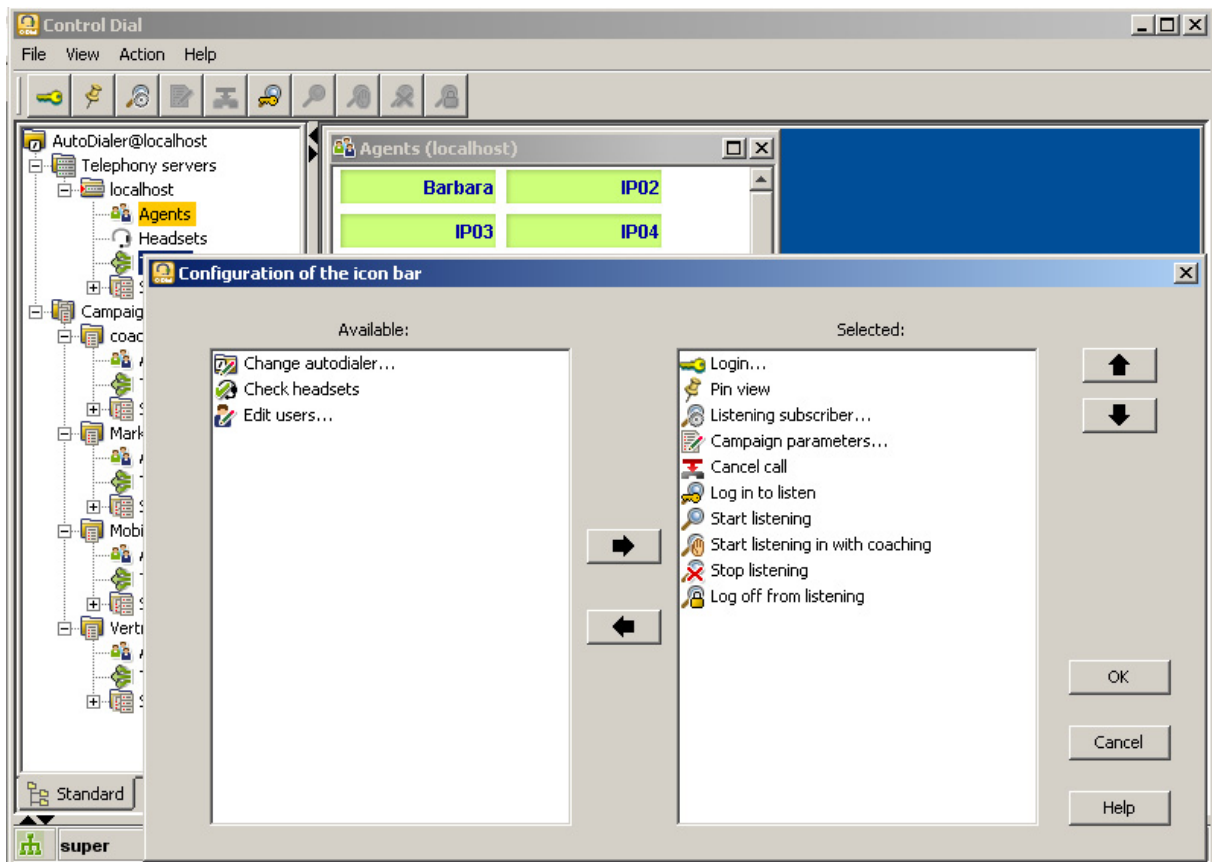
No matter what type of automatic dialing, the ACHAT dialer will qualify the phone numbers and automatic filtering of technical non-response as well as identification of fax devices, modems, voice mails and answering machines.

The dialer enables interviewers to record interviews and to file them of any length. To increase flexibility, the voice streams of the interviewer and the respondent now can be recorded separately.

New, the interviewers now can be relocated automatically to a dialer within a dialer network, which provides the cheapest connection to the actual respondent to be dialed. So, special dialers within a network can be assigned to special carriers providing the cheapest prices towards specific regions of respondents.

The dialer software integrates home workers without any lack of function.

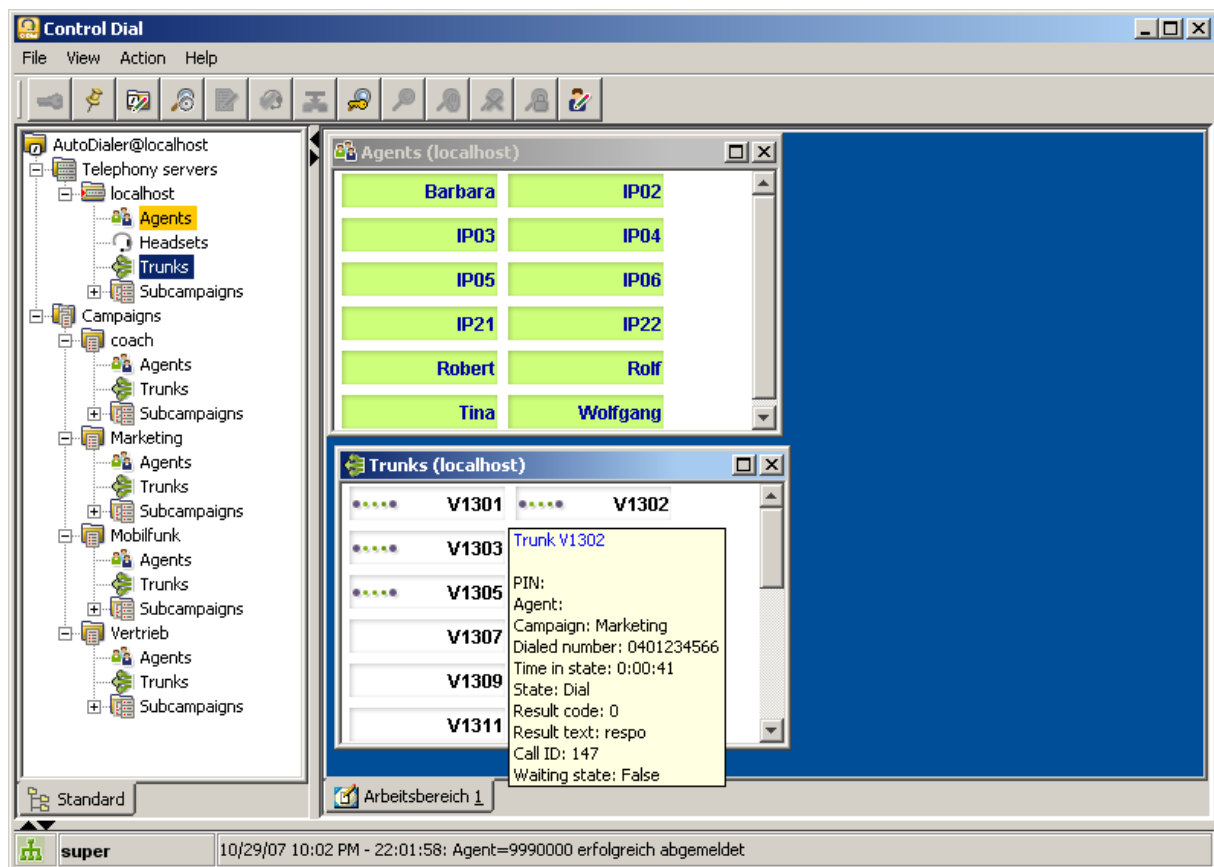
The ACHAT dialer also supports quality control by enabling the supervisor (or the customer) listening to interviews. New: This feature now not only can be used by up to 3 parties listening to the same interview, but also enabling one of them to "coach" the interviewer (which the respondent cannot hear).



Pic. 1: Configuration of the ACHAT Control Dial icon bar

Another new feature supports the "CLIP no screening", where NIPO Odin can provide the ACHAT dialer with a specific number for each single call order, which should be displayed at the respondent's phone.

Besides controlling listening, coaching and changing communication relevant parameter settings (such as initial dial rates), the supervisor has a close look on the dialers and campaigns he / she is in charge of. At just one or many locations, he / she views all the agents and all the trunk lines in a structured view. As the supervisors ACHAT Control Dial client is available in Java now, it could be run on almost any operating system.



Pic. 2: A Control Dial look at some interviewers and trunk lines

More information can be found at [www.authensis.de](http://www.authensis.de) or contact

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