



## Call Center Technology Redefined: TAS and Scripting in One Powerful Package

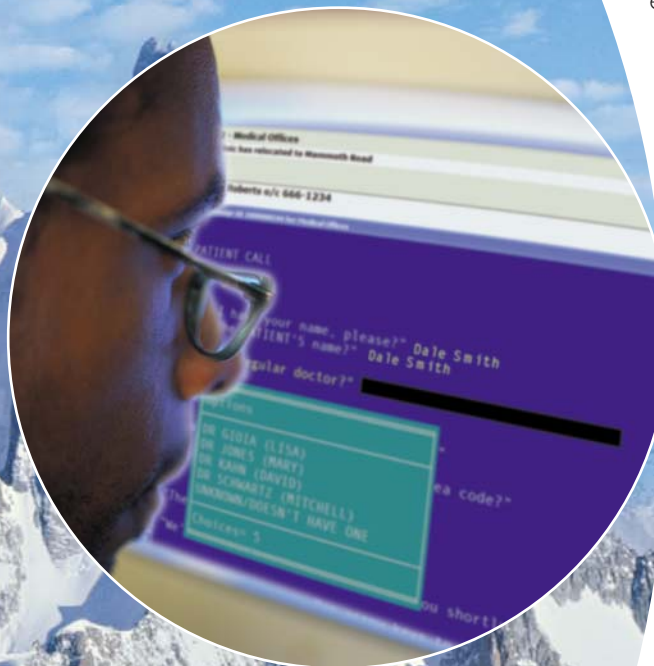
It takes very sophisticated technology to make your business simple. Start with PI-2000, the industry's most powerful scripting and order taking program. Add robust TAS messaging and dispatch software. Integrate with eOn digital switch products. The result is Pinnacle, the industry's first single-platform turnkey call center solution, sure to streamline your operation and maximize your productivity.

- Includes PI-2000, proven in hundreds of installations to deliver the easiest, most efficient transaction processing.
- Open architecture for truly accessible data and unlimited reporting.

### Your Business Needs are Complex. Your People Crave Simplicity. Nothing Meets the Challenge like Pinnacle.

As PI-2000 users already know, our software greatly simplifies the agent's tasks by guiding them easily through every step of every call. Many customers asked us to bring that same kind of simplicity to their increasingly complex TAS functions. With Pinnacle, we answer the call.

- Unique technology meets the needs of your people, your company, and your customers in one elegant, affordable system.
- Delivers unmatched account programmability and flexibility, without the need for a programmer, webmaster or database administrator.

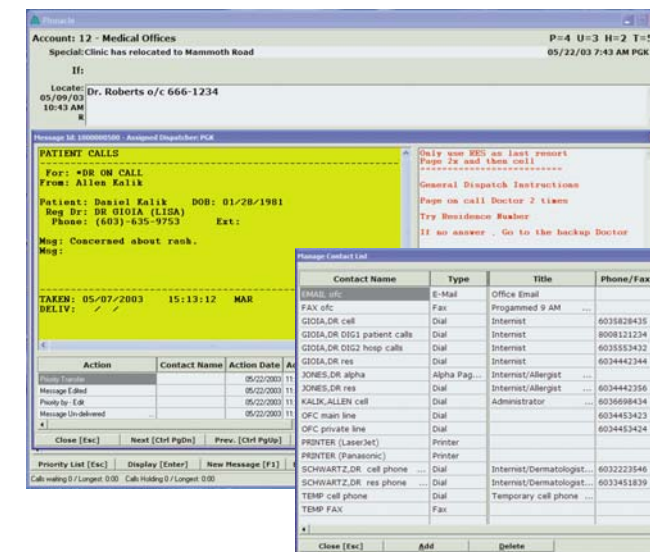


## Dispatching has Never Been Easier. Because TAS Functionality has Never Been Smarter.

With Plinnacle, we're bringing our famous ease-of-use to highly complex message relay and dispatch functions. The system meets every challenge—while automatically documenting every transaction.

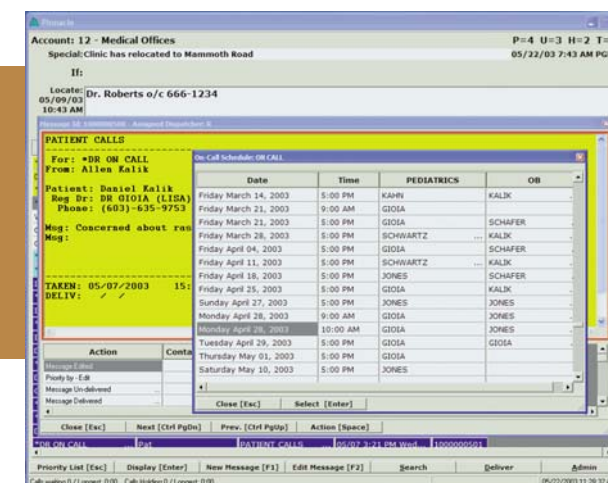
Features include:

- **Flexible Dispatch Distribution:** Plinnacle lets your operators dispatch their own calls or pass them on to dispatchers. Dispatch assignment can be based on account complexity, physical position, operator skill level and other criteria.
- **Dispatch Contact Locator:** At every step in the dispatch sequence, the system automatically indicates the required action, based on factors such as on-call, time-of-day, previous attempts, and other response criteria.
- **Automatic Dispatch Activation:** Dispatch can be automatically activated based on criteria such as time-of-day, on-call information, nature of call, and other message information.
- **Definable Message Templates:** Within each account, multiple message displays, including fax export, alpha page, and printed message can be custom defined from the message database.
- **Auto-Action List:** Provides multiple conditions for phone, fax, e-mail or pager messages to be executed and archived automatically—unlike other systems, which can only execute a single action.



**CONTACT LIST:** A central location containing the complete list of all personnel and their contact information. The contact list is viewable in any mode using a hotkey.

**DISPATCH ASSIGNMENT:** You can designate certain dispatchers to handle certain actions; all Plinnacle agents and accounts are given a dispatch skill level, so the dispatch is always assigned to the best-qualified agent.



**THE ON-CALL LIST:** A database of the date and time of on-call changes in an account. Plinnacle supports multiple on-call lists in a single account; each on-call list can support one or more job types. Any agent can access the list via hot-key while taking, delivering or dispatching a message. The list can be modified by a supervisor, or by the client via the Internet.



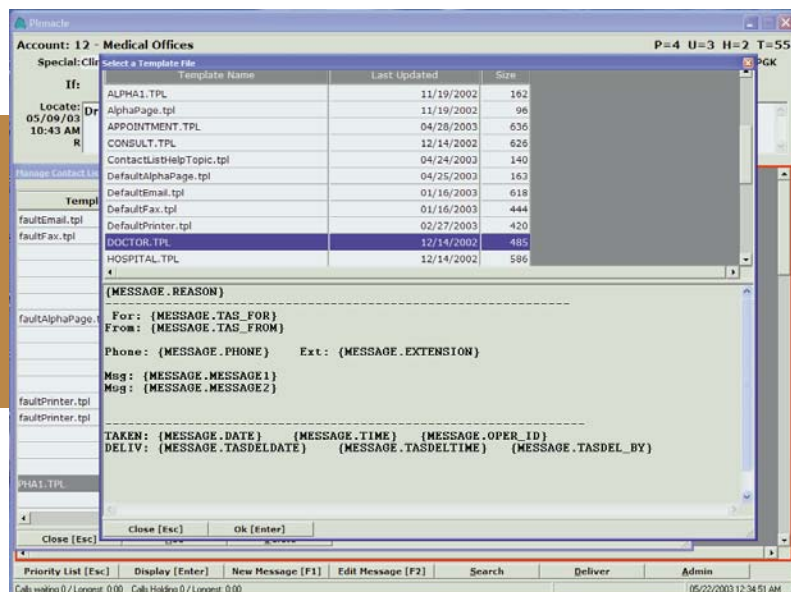
**With Qualified Operators Getting Harder to Find, Use the Power of PI-2000 to Minimize Errors and Maximize Performance.**

PI-2000, the scripting and messaging component of the Pinnacle system, is running in hundreds of call centers throughout North America, including high traffic service bureaus, catalog order operations and corporate call centers. With powerful, flexible scripting and order taking capabilities, PI-2000 is proven to increase agent performance and reduce training time. The scripting system, through unique visual prompting, guides the agent seamlessly through every call. This makes the operator's job much easier to learn and perform—with fewer keystrokes, fewer modes, and no flipping through information screens.

- Well-designed user interface allows operator to see more information at one time than any other system.
- Each workstation can be custom configured for window size, position, colors, fonts, pitch and field choices.
- Administrative program is easy to learn.
- Sophisticated applications can be created and modified quickly and easily.
- Data delivery and reporting can be totally automated.

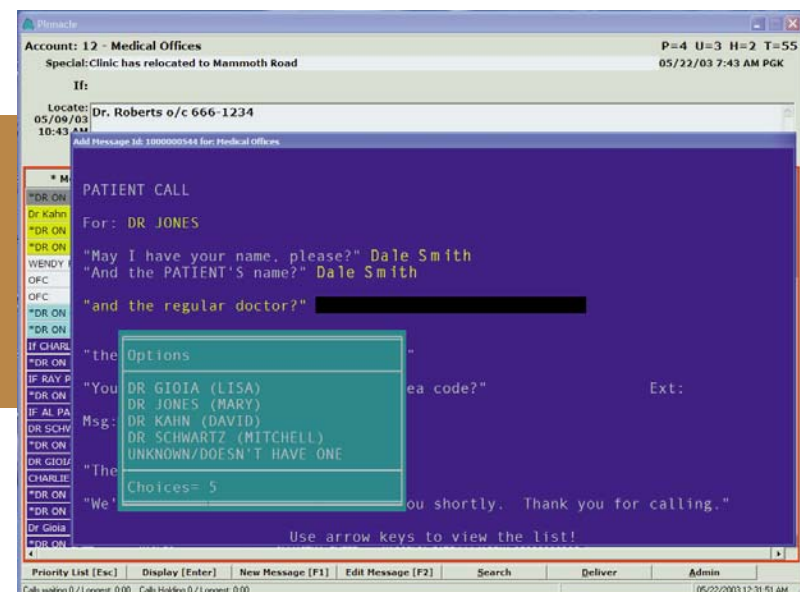


**EDITING HELP SCREEN:** Words, sentences, questions and paragraphs can be placed anywhere on the screen, in any order. Changes are easy; scripts can be updated instantly, even with calls in progress.



**MESSAGE TEMPLATE:** Pinnacle allows you to design the format in which a message is displayed on screen or sent via fax, alpha page or e-mail. You can design an unlimited number of templates for each account.

**AGENT SCRIPT SCREEN:** Full screen scripting and data input tools enable the creation of agent screens that are more efficient, more accurate and easier to use. Features include pick lists, logical response branching, pop-up help and web integration.





## eOn Switches: Superior Telephony to Complete our Superior Solution



Pinnacle's telephony requirements are simple: reliable operation, powerful switching and call distribution, open software architecture, easy installation, and unparalleled service and support. We get all these and more from eOn Communications—a leading provider of unified voice, e-mail and Web-based communications systems and software for call centers worldwide. Their reliable and feature-rich solutions enable Pinnacle customers to maximize service levels and productivity.

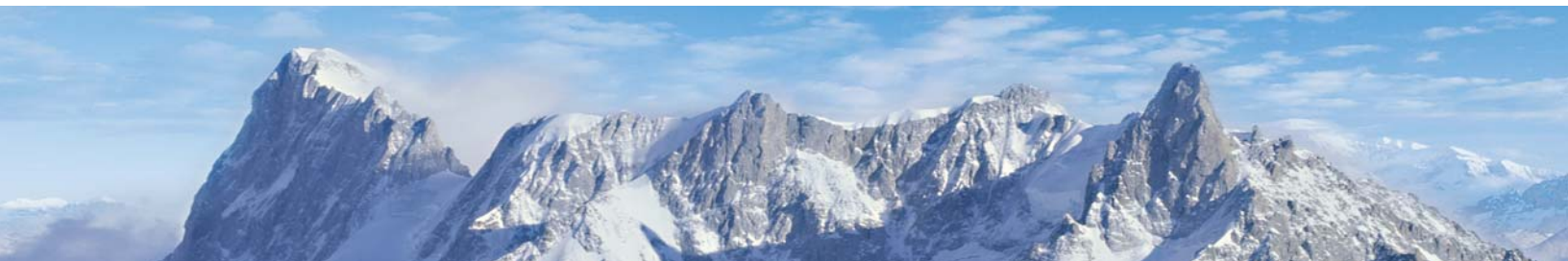
- eOn Commercial grade switches are proven to deliver the highest levels of quality and reliability.
- Features include integrated voice mail, DNIS call routing, Automatic Call Distribution, multiple ACD groups, reporting, agent monitoring, remote agent and more.

## Exceptional Service and Support, Every Hour of Every Day



At Professional Teledata, we take great pride in the support we deliver before, during and after implementation. We'll install your Pinnacle system, supply optional hardware, and provide training to meet every user's skill level and objectives. Through our 800 number, you can always reach experienced technicians who understand the call center industry as well as our technology, so they can address issues and solve problems quickly.

- Experienced technicians available 24/7 at 1-800-344-9944.
- Users Groups, e-newsletters, Tech Support Conferences and other programs keep you informed and up to date on our evolving technology.





## Professional Teledata: Ensuring the Success of Your Call Center with World Class Products and Services

An industry leader and technology innovator for more than ten years, Professional Teledata provides superior software solutions to call centers around the world. With deep roots in the telemessaging, communications and call center industries, our company has only one focus: to bring call center technology to new heights of excellence. Hundreds of PI-2000 and Pro-Dial installations have confirmed the need for solutions that provide great ease of use, uncommon flexibility, and exceptional support. With Pinnacle, we've taken that approach to new heights, delivering peak performance for your business, and peak simplicity for your people.

## More Great Software Solutions Available from Professional Teledata

---

---

### PI-2000

The perfect tool for meeting the demands of order entry and inbound call processing, a multi-client, multi-application system operating on standard PCs and networks with existing telephone equipment.

---

---

### Pro-Dial 2000

The ideal solution for outbound telemarketing campaigns, combining powerful scripting capabilities, database management and campaign management tools with strict agent control and accountability.

---

---

### TBS

The Total Billing Solution is packed with features that enable you to manage your call center more efficiently and profitably than ever.

---

---

### FMDS II

More than just a Fax Message Delivery System, it integrates with your call center equipment and LAN to deliver information through any combination of fax, Internet e-mail, or alphanumeric paging.

---

---

### POWER

PI Online Web Exporting and Reporting is an add-on program for PI systems that allows your clients to view or download their PI data through a secure web site branded with your logo.

---

---

### Forget-Me-Not

An automated, customizable and efficient appointment reminder system that works with your appointment software and requires no new equipment or capital investment.





175 Canal Street  
Manchester, NH 03101  
PHONE: 800.344.9944  
FAX: 603.625.5078  
[www.proteledata.com](http://www.proteledata.com)

