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# ACARDA MESSENGER AUTODIALERS

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## Acarda Messenger Survey

### Ideal for:

- Market Research
- Opinion Polls
- Election Time Surveys



### Description:

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Acarda Messenger Survey autodialer software automatically phones a list of people and asks them a set of questions that they can respond to using their telephone keypad. You set when it is to make the phone calls, record your questions and it will do the rest. Use it to carry out market research, to test a new idea and to gather opinions.

### Features:

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- Automatically place telephone calls & convey voice messages
- Every part of the phone message heard by the call recipient can be recorded and played in a voice of your choice, i.e. from the initial greeting to the farewell message.
- Set a different start and stop time every day of the week
- Automatically generate a random list of telephone numbers to call
- Import a list of telephone numbers
- Allow manual setup and editing of the list of phone numbers within Acarda Messenger
- Prevent calls being made to numbers you want to exclude, e.g. emergency services
- Gives recipients the option of being added to a Do Not Call List
- Do Not Call List numbers can easily be added to the Exclude List
- Configurable number of delivery attempts for busy or no answer calls
- Play a different message if call answered by answer machine
- Identifies fax numbers rung and allows you to print out/export a list of them
- Verify the listener is the best person to complete the survey
- Wait till the best person comes to the telephone
- Ask for a time to ring back when the best person will be available
- Ask up to nine different questions
- End call after any question depending on person's response.
- Answers given by pressing telephone keypad. Multi-digit responses e.g. birth date, as well as single digit options allowed.
- Reports the results of calls, as well as responses to each questions. Reports can be exported for further analysis.
- Displays call statistics
- Up to 10 sets of messages can be recorded and played simultaneously i.e. ten different surveys
- Use on up to 12 telephone lines simultaneously, subject to hardware installed.
- Extensive On-Screen Help

## How it Works:

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The Acarda Messenger Survey autodialer can generate a list of random phone numbers and then automatically phone these numbers. You can also import a list of telephone numbers from another application, or you can manually enter the telephone numbers into Acarda Messenger Survey. You can ensure certain numbers won't ever be telephoned, e.g. emergency services, police etc, by listing their numbers in an Exclude list.

When the Acarda Messenger Survey software phones the people on your list, it can ask the person who answers the phone some preliminary questions to determine if they are the best person to complete the survey. If an answer machine picks up the call, a summary message can be left, rather than the full message. Once the right person is on the phone it will play up to 9 survey questions and ask for a response. People answer the questions by pressing the appropriate number on their telephone keypad, e.g. press 1 for 'Yes' or 2 for 'No'. They can also enter multi-digit answers, e.g. their birth date.

Acarda Messenger keeps placing calls until all the people on your list have been phoned (between the hours you set for it to call each day), or the preset stop time is reached. It will automatically reschedule new attempts of failed numbers (busy or not answered). You can view, print and export results of all the calls and people's answers to each question.

## Computer Specification:

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Minimum Specification for the computer:

- Pentium or equivalent
- Typically 64M RAM for 4 line version
- 1 ISA slot per ISA-compatible Dialogic card or a PCI slot for the PCI Dialogic card
- Supports Windows NT4, 95/98/2000.

## Other Hardware Requirements:

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### Dialogic Telephony Hardware

To connect the computer to a telephone line a Dialogic telephony card is required. We recommend the Dialog/4 four port card (Windows 95/98/2000 and NT4) or the D/4PCI card (supports Windows NT4/2000 only). The Dialog/4 card requires a spare ISA slot in your computer whereas the D/4PCI card needs a PCI slot. Acarda Messenger will also work with the Proline 2V and the D/41D (or other cards in the same family as D/41D); both ISA cards

## Contact Details:

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**Your Sales Associate:**

**Contact Us For A List Of Resellers:**

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