

Dialer Configurable Settings

The PRO-T-S Dialing System can be configured from integrated MR software on a survey project level. This allows settings to be configured in the MR software and eliminates the need to also configure the PRO-T-S system separately.

The settings available include:

- Rings for no answer – Sets the number of rings before a call is considered a “No Answer”.
- Dialing mode – Sets the project to one of the supported dialing modes.
- Abandonment rate – Sets the number of nuisance calls allowed per 1000 dials.
- Caller Line Identifier – Sets the calling party phone number to be displayed for outbound dials.
- E1\T1 line usage – Restricts the project to only dial on certain designated E1\T1 lines.
- Recording mode – Sets the project to record all connected calls.
- SIT handling rules – Sets the project to “Pass” out of service calls to agents or to “Ignore” them.
- Answering machine detection mode – Sets the project to not use answering machine detection or to use answering machine detection and how to handle one when detected. Answering machines can be passed to agents or simply disposed.