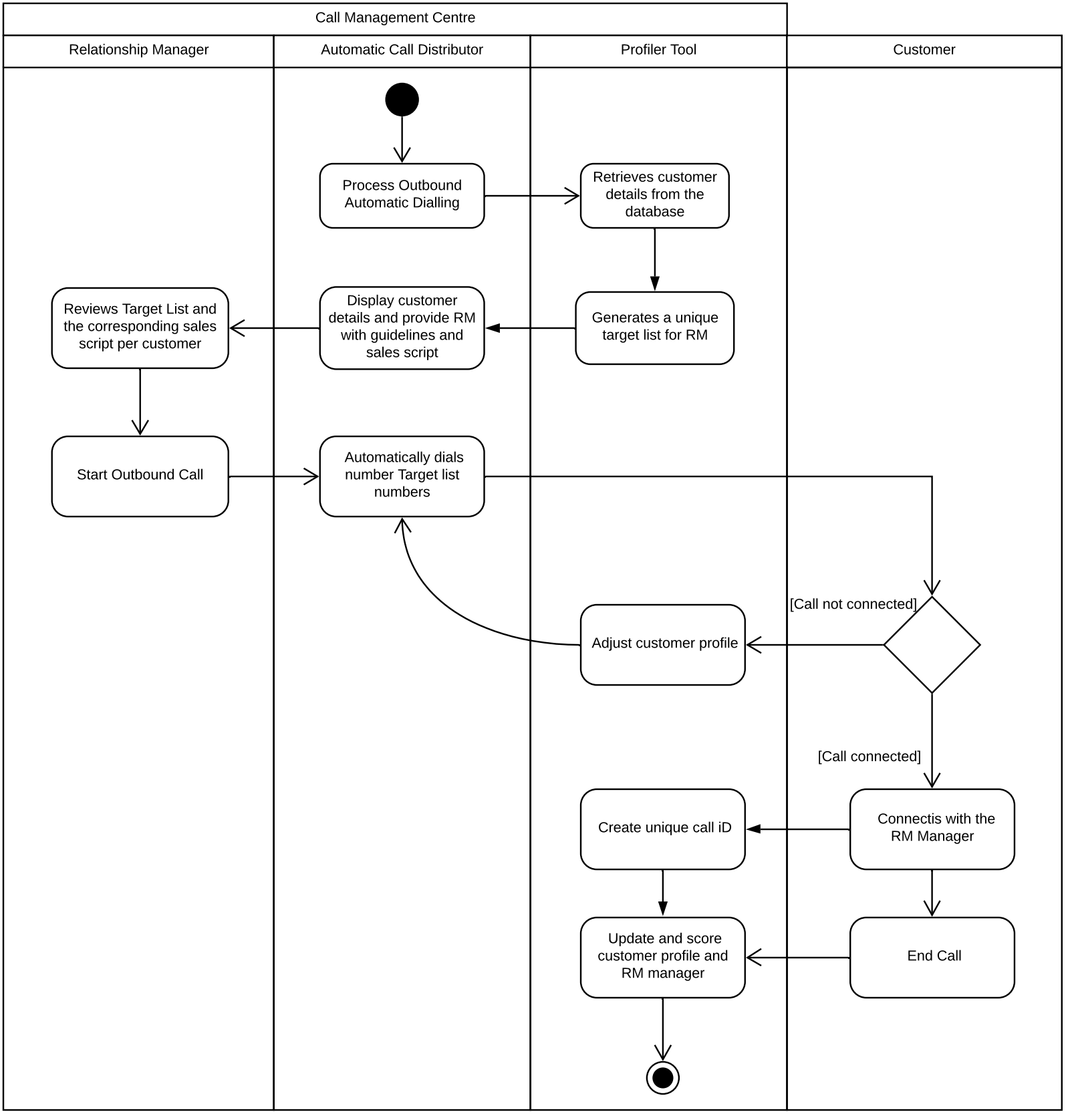
Call Management Centre
Relationship Manager
Automatic Call Distributor
Profiler Tool
Customer
Process Outbound Automatic Dialling
Retrieves customer details from the database
Reviews Target List and the corresponding sales script per customer
Display customer details and provide RM with guidelines and sales script
Generates a unique target list for RM
Start Outbound Call
Automatically dials number Target list numbers
[Call not connected]
Adjust customer profile
[Call connected]
Create unique call iD
Connectis with the RM Manager
Update and score customer profile and RM manager
End Call