

The Right Technology, the Right Results

Promero Contact Center CTI Adapter

Installation and User Guide

V1.0

July 10, 2012



This product guide is divided into chapters; each chapter describes a specific topic. Certain typographical conventions are used throughout this product guide. See below:

- All commands you enter via keystrokes appear in bold (e.g., Press Enter or Press Ctrl-I).
- All text commands you enter into text boxes or other command line typing appear in italics (e.g., type *active*).
- All pull down menu options, figure references, and table references appear in italics in the menu order to select (i.e., Choose *File> Open*).
- There are three types of special text that are designed to reveal supplemental information: Note, Warning, and Caution. See below.



A **NOTE** provides additional, helpful information. This information may tell you how to do a certain task or just be a reminder for how-to's given in previous sections



A **WARNING** provides information about how to avoid harm to your system (i.e., do not delete your company).

URGENT!

A **CAUTION** provides information about how to avoid malfunction or unwanted Results (i.e., When using the IN logic always separate text with a single quote).

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Objectives

After completing this chapter you will:

- Understand the hardware and software requirements for installing the Promero Contact Center CTI Adapter
- Be able to install the Promero Contact Center CTI Adapter

Requirements

Hardware Requirements

Pentium 500 MHz processor or above

256 MB Ram

20 MB Disk Space Minimum

Software Requirements

Windows XP or higher

Internet Explorer 6 or higher

Microsoft .NET Framework 3.0 or higher

Developer, Enterprise or Unlimited version of

Salesforce.com

INSTALLATION PROCESS

Navigate to the URL: <u>http://www.promero.com/CCA_CTI_integration.asp</u> Click on the link name CTI Connector above the image in the center of the page.



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Adobe Reader 9

🛃 start

😡 Inbox - Microsoft Out...

TextPad - [Document...

Prom Learr	nero ning Services	Confidential and Proprietary Information	Contact Center CTI Adpater Installation and User Guide
3	Click Next	🔁 Promero Contact Center CTI Adapter	
		Welcome to the Promero Contact Center CTI Adapter Setup Wizard Image: Contact Center CTI The installer will guide you through the steps required to install Promero Contact Center CTI Adapter on your computer. Contact Center CTI Adapter	« -
		WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.	
		Cancel < Back Next >	
4a	Select the Default	B Promero Contact Center CTI Adapter	
	install location. Click Next	Select Installation Folder	be
		The installer will install Promero Contact Center CTI Adapter to the following folder. To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".	
		Eolder: C:\Program Files (x86)\Promero\Promero Contact Center CTI Adapter' Browse Disk Cost	
		Install Promero Contact Center CTI Adapter for yourself, or for anyone who uses this computer:	
		© Everyone ◙ Just me	
		Cancel < Back Next >	ם
	-		
40	Or Click Browse to	岁 Promero Contact Center CTI Adapter	
	select a different	Select Installation Folder	6
	Folder:	The installer will install Promero Contact Center CTI Adapter to the following folder. To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".	
		Eolder: [C:\Program Files (x86)\Promero\Promero Contact Center CTI Adapter ⁷ Browse Disk Cost	
		Install Promero Contact Center CTI Adapter for yourself, or for anyone who uses this computer:	
		Everyone Sust me	_
		Cancel < Back Next >	



(NOTE your directory structure will probably appear differently than the example shown).

5. Click **NEXT**



Promero Learning Services	Confidential and Proprietary Information	Contact Center CTI Adpater Installation and User Guide
The installation	🙀 Promero Contact Center CTI Adapter	
will begin	Installing Promero Contact Center CTI Adapter	
	Promero Contact Center CTI Adapter is being installed.	
	Please wait	

6 Upon completion of installation, *Click Finish*



Cancel

< <u>B</u>ack

<u>N</u>ext >

Congratulations! The installation is complete.



Objectives

After completing this chapter you will be able to:

- Login to Promero Contact Center CTI Adapter
- Update the Agent Telephone
- Manage Agent Status

You must log in to the Promero Contact Center CTI Adapter as well as Salesforce.com to make and accept contact center interactions, or configure your contact center system preferences. You must have Internet Explorer to launch the Promero Contact Center CTI Adapter Adapter.

Starting the CTI Adapter

1 Login To SALESFORCE.COM

> Navigate to http://Salesforce.com and log in to your account



2 Enter your User Name Enter Your Password Click Login

Lie	Name	
1	, reality	
Pas	sword	
2		
	Remember User Name	
▶3 [[ogin <u>Forgot your password?</u>	
	Don't have an account? <u>Sig</u>	n up for free.

Contact Center CTI Adpater Installation and User Guide

Learning Services You are now Logged in to your Salesforce.com account

Promero

earch	Calendar 🚺 to the target	Calendar Help
earch All	Today 10/15/2009	October 2009
Limit to items I own	You have no events scheduled for the next 7 days.	Sum Mon Tue Wed Thu Fri Sa 27 38 29 30 01 02 0 04 05 06 07 08 05 11 11 12 13 14 15 10 1 19 4 00 17 17 17 18 19 10 17
Cent Items ABRAHAM ZACHARY Zachary Technologies John Miller		25 26 27 28 29 30 3
United Oil & Gas, UK Promero	My Tasks	Overdue
Asniev James test test Randall Smith ABE ZACK	You have no open tasks	scheduled for this period.
Roman schenis	·	

Login to Promero Contact Center CTI Adapter.

Click on one of the Links created during the install to initialize the CTI Adapter



You are now logged in and ready to use the Promero Contact Center CTI Adapter.

Logging Out

Objectives

After completing this chapter you will be able to:

- Logout out of the Promero Contact Center CTI Adapter
- Close the application

You must log out of the Promero Contact Center CTI Adapter in 2 steps.

1. In the agent status drop down menu, select log out.

salesforce.com.		
Home Accounts Contacts	Cases Solutions Reports Dashboards Co	
Available Available	Roman schepis at Promero Tuesday July 10, 2012	
Lit Log Out	Calendar	
Predictive Log In	Today 7/10/2012	
promero	You have no events scheduled for the next 7 days.	
Create New 🔻		
Search Search All Go!		

2. In the system tray, right click on the SalesForce Call Center Adapter and click exit.

Set the Agent's Telephone

(Before you make your first call, you will need to set your phone number to work with

Salesforce CTI adapter.)

If you work from multiple locations (such as from the contact center, from your home, and from a different office location), then you must configure your telephone settings each time that you change locations.

You can access the contact center from a variety of locations. To receive calls at your present location, select the type of phone system your company uses to route calls, and then enter your personal extension number for that system. You will not need to change these settings again as long you do not access the contact center from any other location. However, if you work from multiple locations (such as from the contact center, from your home, or from a different office location), you must configure Interaction Manager each time that you change locations.

To Set an Agents's Telephone number

After you have logged into Salesforce.com and the Promero Contact Center CTI Adapter:

1 Right Mouse Click Promero Contact Center CTI Adapter Indicator in the system tray area

Home Start Here Accounts Ca	mpaigns Cases Console	Contacts Contracts Foreca	sts Dashboards Documents Ide	as Leads Opportunities Products Reports
Available	Contact ABRAHAM ZACHA	RY	Printab	le View Customize Page Ecit Layout Help for this Page 🥝
D Line 1 Open	Opportunities [1]	Cases [0] Open Activities [0] Ac	ivity History (5+) Campaign History (0)	Notes & Attachments [0] HTML Email Status [0]
N Log In Predictive	Contact Detail		update	
1.1.2.5.15	Contact Owner	Roman schepis [Change]	Phone	(888) 204-0822
Last a Galls My Calls Today	Name	ABRAHAM ZACHARY	Home Phone	(954) 935-8800 %
2 promero	Account Name	Zachary Technologies	Mobile	(954) 935-2380 %
promero	Title	Mr.	Other Phone	2
	Department	Information Technology	Fax	(954) 935-8842
iearch	Birthdate		Email	abraham.zachary@promero.com
earch All	Reports To	[View Org Chart]	Assistant	Mike Argosy
Got	Lead Source		Asst. Phone	(954) 935-8800 %
Limit to items I own	Mailing Address	1104 Park Central Blvd Apopka, FI 33068	Other Address	
ivanced Search	Languages	English	Level	Primary
	Created By	Roman schepis, 9/25/2009 11:4:	AM Last Middled By	Roman schepis, 9/25/2009 11:47 AM
reate New *	Description			<u>_</u>
ecent Items			Notice And	
ABRAHAM ZACHARY	Opportunities	New Opportunity		Opportunities Help @
Zachary Technologies	Action Opportunity Nar	ne	Stage	Amount Close Date
United Oil & Gas, UK	Edit Del Promero-		Prospecting	9/30/2009
Promero				
Ashley James	Cases	Town Cases		Cases Help 🧐
Instinat				
				A Internet
stant 🕑 🕑 /2 🛂 🐼 (e	😧 Tech - Micros.	Contact: ABR		N 2 1004

2 Click Set phone type....

Pron Lear	nero ning Services	Confidential and Proprietary Information	Contact Center CTI Adpater Installation and User Guide
3	Type the Agent's Phone Number	Select Type of Phone	
	telephone number cannot contain spaces, dashes or parenthesis).	© VoIP Extention: Extention:	
	Click OK	OutSide Phone: Phone: 9549358819	
		OK Cancel	

You are now setup to use your phone with the CTI Adapter.

Agent's Status

This section explains the importance of your status, how and when to change your status.

Your status in the Promero Contact Center CTI Adapter Adapter

The Promero Contact Center CTI Adapter Adapter sends interactions to agents with an Available status.

(NOTE: Always refer to your Agent Status to monitor your status 🚺 🛤 so that you are available to receive interactions.)

The Promero Contact Center CTI Adapter adapter tracks the time from when you receive an interaction to when you accept it. Furthermore, you have a maximum amount of time, which is the call time-limit, to answer an interaction. The call time-limit is set by your system administrator. If you do not accept an interaction within your call time-limit, the Promero Contact Center CTI Adapter adapter changes your status to Not Available, and returns the interaction to the queue for the next available agent.

(CAUTION: Interaction Manager will not send you any more interactions until you manually change your status back to Available).

Controlling your status

You can control your status and your availability for accepting or refusing incoming interactions. For example, if you want to leave your station for lunch, a break, or if you need time after a recently concluded interaction, you can make yourself temporarily unavailable for new interactions. Generally, your status automatically returns to Available when you finish an interaction. However, sometimes you might want to manually Select > Available to change your status. For example, if you are away from your desk and your status is still Available, the Promero Contact Center CTI Adapter adapter might offer you an interaction. If you do not accept the interaction in the allowable time, the Promero Contact Center CTI Adapter adapter changes your status to Not Available and offers the interaction to another agent.

(NOTE: Interaction Manager routes calls only to agents who are Available)

By selecting different statuses, you can control your work load in the following ways:

Available. Select **Available** to let Interaction Manager know that you are ready to receive a new interaction.

Not Available. Select **Not Available** to tell Interaction Manager not to give you any more calls (For example, if you want to leave your station for lunch, a break)

5	Not Available 💌
0 🗉	Available Not Available Log Out
	Log In Predictive
	🔰 promero

Logout. Select **Logout** to Logout out of the Promero Contact Center CTI Adapter adapter and end your session.

5	Log Out
	Available
0 1	Log Out
	 Log In Predictive
	💓 promero

Calls

Objectives

After completing this section you will be able to:

- Make an Outbound call
- Place a call on hold
- Make a Click to Talk call
- Receive an Inbound call
- Make a Predictive call
- Transfer a call
- Make a conference call
- Log a call

This section of explains the basic phone interactions (such as receiving calls, transferring calls, placing a caller on hold, ending a call, and so on). This chapter includes the following topics:

- Placing Calls
- Placing a Caller on Hold
- Ending a Call
- Click to Dial
- Predictive Dialing
- Accepting Calls
- Call Transfers
- Conference Calls
- Call Logging

You can make and receive two basic types of phone calls:

Automatic Call Distributor (ACD) Calls. This type of call occurs when a person dials a number associated with your contact center, and the call is routed to you. ACD calls include:

- A customer who calls and is routed to your phone
- Predictive Calls

Non-ACD Calls. This type of call occurs when the person is making a direct call to your phone number. Non-ACD calls include:

- Direct Inbound Calls: calls that come from outside the company directly to your phone.
- Direct Outbound Calls: calls that you make to numbers outside the company.

Outbound Dialing

To make a manually dialed outbound call:

1. Click *Line 1* to open the Dial Pad

2. Using the Dial Pad, or the keypad on the keyboard, enter the number you wish to dial

3. Click Dial

4. The call is connected

Dn a C	all	~
O Line 1 0	n Call	
Dialed Number	9549358800	
Duration	00:03	
×	End Call	
11	Hold	
1*1	Transfer	
445	Conference	
- Current Call	Lon	
Log will auto-sa	ive when call end	ds.
Subject Cal	II 10/8/2009 3:21 PM	4
Related To [To cal	relate a record to I, navigate to it in in window.]	this the
Comments		~
		*
	pr 🖉	omero

Placing a Call On Hold

While on a call, an Agent may need to place a call on hold, the Promero Contact Center CTI Adapter make this possible with the Hold Button. When placed on hold, callers hear music configured by your administrator.

Complete the steps in the following procedure to place a caller on hold.

Click Hold

The Promero Contact Center CTI Adapter indicates that a call is on hold by showing:

- 1. Line 1 is **On Hold**
- 2. An incrementing counter showing how long a call has currently been on hold

(Note, the counter only indicates the current length of hold time, and is not cumulative if the call is placed on hold multiple times).

3. The Retrieve From Hold button is enabled

Retrieving a call from hold

To Retrieve A Call From Hold

When a call is on hold, *Click* Retrieve From Hold

and the call will be made active again, and is indicated to the Agent by:

- 1. Displaying Line 1 On Call
- 2. The End Call button is enabled

Click to Dial

Click to Dial functionality is realized by simply clicking on any phone number that is shown for any record in a list or within the record itself:

Predictive Dialing USING PREDICTIVE DIALING

(NOTE: Predictive Calling is an optional feature and is only available if configured on your system.)

In **Predictive Calling**, potential customers are called and offered new products and services.

In **Predictive Calling**, the system automatically dials a series of phone numbers of existing customers or potential customers. If a customer answers the phone, the system routes the customer to an available Agent who usually reads a prepared script. The most common use for Predictive Calling is to offer products and services to new or existing customers.

Predictive dialing is accomplished by the Agent clicking the *Log In Predictive* button. The agents telephone will ring, once the Agent takes their phone off hook and remains off hook, the Agent will then begin to receive Predictive Calls.

Agent Clicks > Log In Predictive

Agent is Logged in, indicated by the red Log Out Predictive button

Available
O Line1 Open
Log In Predictive
Last 3 Calls
promero
Available
O Line1 Open
🗙 Log Out Predictive

Last 3 Calls My Calls Today

promero

Agent then begins receiving Predictive calls, showing the First Name, Last Name and phone number of the lead being dialed. Clicking on the Lead on the CTI Adapter, opens

the Lead Record

Promero

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On a Call 💌	ABEL ZACHERY			
O Line 1 On Call		Open Activities [0] Activity History [5+]	Campaign History [0] HTML	. Email Status [0]
Caller ID 9546235977	ad Detail	I G Bast Turketer		
Duration 00:13	-			
Lead ABEL ZACHERY	Lead Owner	Roman schepis [Change]	Phone	(954) 623-5977 S
Company Promero	Name	ABEL ZACHERY	Mobile	
Title <u>Mr.</u>	Company	Promero	Fax	
Lead Source	Title	Mr.	Email	abel.zachery@promero.
S End Call	Lead Source		Website	
	Industry		Lead Status	Open - Not Contacted
Hold	Annual Revenue		Rating	
Transfer			No. of Employees	
Conference	Address	1103 Park Central Blvd Apalachicola, Fl 33067		
Current Call Log	Product Interest		Current Generator(s)	
Log Will auto-save when call ends.	SIC Code	N	Primary	
Subject Call 10/8/2009 3:58 PM	Number of Locations	4		
Name Lead: ABEL ZACHERY 🔽	Created By	Roman schonis 0/11/2000 2:22 RM	Last Modified By	Pomon schonis 0/11/0
Related To [Another record cannot be	Description	Koman Schepis, 8/11/2008 2.33 PM	Last mounted by	Koman schepis, s/ 1/20
selected when Name is set to a Lead.7	Description			
Comments		G G G Frend Completation		
	Open Activities	C B to Mailleon t		
M promoro	No records to display			
promero		and only and the		

(NOTE if multiple leads have the same phone number, the names of all leads that have that number will be shown allowing the Agent to choose the correct lead.)

Inbound Calls Receiving An Inbound Call

The Promero Contact Center CTI Adapter notifies an Agent of an inbound call by displaying:

- 1. That there is an incoming call
- 2. The Caller ID of that incoming call
- 3. Any Contact associated with the Caller ID of the incoming call

(NOTE if multiple leads have the same phone number, the names of all leads that have that number will be shown allowing the Agent to choose the correct lead.)

The Agent accepts the call by taking their phone off hook.

Transfers

There is one way to transfer calls directly from yourself to someone else:

-- One Step Transfer (Blind transfer)

When using blind call transfer, the user does not converse with the third party before transferring the call.

One Step Transfer

While on a call, the Agent can start the One Step Transfer process by:

Click the Transfer button

🥭 On a	Call 💌
O Line 1	On Call
Diale Numbe	ed 9549358811 er
Duratio	n 00:10
Conta	ct Randall Smith
Tit	le
×	End Call
11	Hold
â*â	Transfer
100	Conference

Type the *number* to be transferred to

	ill.	~
O Line1 Or	Call	
Dialed Number	954935881	1
Duration	04:13	10
Contact	Randall Smi	th //
Title		//
Enter phone nu	mber to trans	sfelda
954935880	nitiate Tran ne-Step Tran 2 5	sfer nsfer 3 6
	8	9
•	0	#
× (ancel Tran	sfer

Then *Click* **One Step Transfer**. The Agent is then removed from the call and the transfer takes place

On a Call	*
O Line 1 On Call	
Dialed Number 9549358811	1
Duration 04:13	
Contact Randall Smith	
Title	
Enter phone number to transfe	er to
9549358800 Initiate Transfe	
🙏 One-Step Trans	fer
1 2	3
4 5	6
7 8	9
• 0	#
🛪 Cancel Transfe	er

Call Logging

In some cases, you might be required to assign an outcome to an interaction after you finish with the caller. An outcome describes the result of a call or activity during. Example outcomes include Sale, Request for Literature, Request for Product Change, and so on.

TO LOG ANY CALL

A textbox displayed as soon as an Agent accepts an incoming, predictive, or makes an outbound call. The text entered will be auto saved in the activity history for that record as soon as the call disconnects. Type your *text* in the comments field

Call is automatically logged

ead Detail		Duchester				
Lead Owner	Roman schepis [Change]		Phone	(954) 623-5977 5		
Name	ABEL ZACHERY		Mobile			
Company	Promero		Fax			
Title	Mr.		Email	abel.zachery@promero.com		
Lead Source			Website			
Industry			Lead Status	Open - Not Contacted		
Annual Revenue			Rating			
Address	1103 Park Central Blvd Apalachicola, Fl 33067		No. of Employees			
Product Interest			Current Generator(s)			
SIC Code			Primary			
Number of Locations						
Created By	Roman schepis, 9/11/2009 2:33	3 PM	Last Modified By	Roman schepis, 9/11/2009 2:33 PM		
		(mhode)				
No records to display	h Partestanat			Open Activitie	s Help 🥝	
ctivity Nictory	BF S B	(1004)				
LIVILY HISTORY				Activity histor	<u>y neip</u>	
Action Subject	Task	Due Date	Assigned To	Last Modified Date/Time		
Edit Del Call 10/16/2009	9:40 AM	10/16/2009	Roman schepis	10/16/2009 6:45 AM		
Edit Del Call 10/15/2009	9:31 AM ✓	10/15/2009	Roman schepis	10/15/2009 6:32 AM	-	
Edit Del Call 10/8/2009 3	:58 PM	10/8/2009	Roman schepis	10/8/2009 12:59 PM		
Edit Del Call 10/8/2009 3	:52 PM 🗸	10/8/2009	Roman schepis	10/8/2009 12:53 PM		
Edit Del Call 10/7/2009 2	39 PM	10/7/2009	Roman schepis	10/7/2009 11:40 AM		

Call History

The calls that were made or received for the day and the comments that the user entered while the calls can be viewed. The Agent can choose to view their last three calls in a short list in the Promero Contact Center CTI Adapter Adapter, or their entire days calls in a new window.

To View The Last Three Calls

Click Last 3 Calls

The list opens in the Promero Contact Center CTI Adapter Adapter

To View Entire Days Calls

Calls Today	C Line 1 Ope	n g In Predictive	omero							
The My Calls Today page s displayed	My Calls Too Report Generat Report Options	lay ion Status: Comp	lete				Time Frame		He	lp for this Page 🌘
	Summarize information	n by: View		Show		Show	Date	Duration		
		My act	ivities 💌	Completed A	ctivities 💌	Tasks and Events 👻	Date	Custom	M Date	
	None							4		
	Run Report V H Generated Rep Filtered By: Edit Call Type not e AND Date equ.	ort: qual to <u>Clear</u> als TODAY <u>Clear</u>								
	Run Report v ji Generated Rep Filtered By. Edit Call Type note AND Date equ Assigned	ort: qual to <u>Clear</u> als TODAY <u>Clear</u> Subject	<u>Cail Type</u>	Call Result	Company / Acco	unt Contact Phone	Lead	Opportunity Case	e Call Duration (minutes)	
	Run Report v ji Generated Rep Filtered Br: Edit Call Type not AND Date equ Assigned Roman schepit	qual to <u>Clear</u> als TODAY <u>Clear</u> <u>Subject</u> a Call 10/16/2009 9:	<u>Call Type</u> 40 AM inbound	Call Result	Company / Acco	unt <u>Contact Phone</u> (954) 623	Lead -5789 ABDUL ZACKARY	Opportunity Case	e Call Duration (minutes) 0:20	_
	Run Report V I	ort: qual to <u>Clear</u> als TODAY <u>Clear</u> <u>Subject</u> a Call 10/16/2009 9 a Call 10/16/2009 9	Cail Type 40 AM Inbound 40 AM Inbound	<u>Call Result</u> -	Company / Acco Promero Promero	unt <u>Contact Phone</u> (954) 623 (954) 623	Lead 5789 ABDULZACKARY 5976 ABE ZACK	<u>Opportunity</u> Case	e <u>Call Duration (minutes)</u> 0:20 0:19	_
	Run Report	GEEEE ort: qualito <u>Clear</u> als TODAY <u>Clear</u> <u>Subject</u> § Call 10/16/2009 9 § Call 10/16/2009 9 § Call 10/16/2009 9 § Call 10/16/2009 9	Call Type 40 AM Inbound 40 AM Inbound 40 AM Inbound	<u>Call Result</u> - -	Company / Acco Promero Promero Promero	unt Contact Phone (954) 623 (954) 623 (954) 623	Lead -5789 ABDUL ZACKARY -5976 ABE ZACK -5977 ABE ZACHERY	Opportunity Case	e Call Duration (minutes) 0:20 0:19 0:23	-
	Run Report v F Generated Rep Filtered By: <u>Edit</u> Call Type not AND Date equ <u>Assigned</u> Roman schepi Roman schepi Boman schepi	ual to Clear stoDAY Clear Subject a call 10/16/2009 9 a call 10/16/2009 9 call 10/16/2009 9 call 10/16/2009 9	Call Type 40 AM Inbound 40 AM Inbound 40 AM Inbound 41 AM Inbound	<u>Call Result</u> - - -	Company / Acco Promero Promero Promero Promero	unt <u>Contact</u> <u>Phone</u> (954) 623 (954) 623 (954) 623	Lead -5789 ABDUL ZACKARY -5976 ABE ZACK -5977 ABEL ZACHERY	Opportunity Case	e <u>Call Duration (minutes)</u> 0:20 0:19 0:23 0:00	-
	Run Report	qual to Clear qual to Clear ais TODAY Clear Subject 6 Call 10/16/2009 9	Call Type 40.4M Inbound 40.4M Inbound 41.4M Inbound 41.4M Inbound	<u>Call Result</u> - - -	Company / Accoo Promero Promero Promero Promero	unt Contact Phone (954) 623 (954) 623 (954) 623 -	Lead -5789 <u>ABDUL ZACKARY</u> -5976 <u>ABE ZACK</u> -5977 <u>ABEL ZACHERY</u>	Opportunity Case	e Call Duration (minutes) 0:20 0:19 0:23 0:00	_
	Run Report V II Generated Rep Filtered By: Edit Call Type note AND Date equ Assioned Roman schepit Roman schepit Roman schepit Roman schepit	qual to Clear audi to Clear storody Clear Subject call 10/16/2009 9; call 10/16/2009 9;	Call Type 40 AM Inbound 40 AM Inbound 41 AM Inbound 41 AM Inbound 41 AM Inbound	<u>Call Result</u> - - - -	Company / Acco Promero Promero Promero Promero	unt <u>Contact Phone</u> (954) 623 (954) 623 (954) 623 - -	Lead -5789 ABDUL ZACKARY -5976 ABE ZACK -5977 ABEL ZACHERY	Opportunity Case	e Call Duration (minutes) 0:20 0:19 0:23 0:00 0:01 0:14	_

Contact and Support Information

Promero, Inc.

1100 Park Central Blvd South, Suite 2500 Pompano, FL 33064 **Tel:** (954) 935-8800 **Fax:** (954) 935-8842

SALES AND PRODUCT INFORMATION	TECHNICAL SUPPORT
E-mail: sales@promero.com Toll Free: (888) 204-0822 Tel: (954) 935-8800 Option 7	E-mail: Support@promero.com Toll Free: (866) 570-7334 Tel: (954) 935-2380