



# Dolphin Power Seller

Power Dialer

**More Sales in Less Time!**

**Double, Triple, or Quadruple your Contacts & Sales**

## Make More Money in Less Time

**Move Instantly from Call to Call! No Dialing by Hand!**

When a live person answers, you hear them say "Hello" and can speak to them immediately. When you reach an answering machine or voice mail, you can hang up or wait for the beep and say their name, then click to leave your pre-recorded message (you can have up to 5 different recordings). You're then instantly moved to another call while your personalized message is playing. This results in high productivity because you can have multiple simultaneous calls. In addition, at no extra cost, you may have a local or toll free inbound softphone line.

**Better than a Predictive Dialer because...**

**No Delays!**

**No Hello..Hello..Hello?**

**No Dropped Calls!**

**No Phone Line Needed!**

**Choose your Price per Seat (no contract):**

**\$89 per month**  
Pay month to month

**\$79 per month**  
Pay \$237 for 3 months  
Save \$30 quarterly

**\$69 per month**  
Pay \$828 for 12 months  
Save \$240 annually

**Truly Unlimited Calls to USA & Canada from virtually anywhere in the world.**

Dolphin	Features
✓	<b>Power Dialer</b> For super fast calling lists of telephone numbers.
✓	<b>Click Dialer</b> For quick calling of telephone numbers you see anywhere on your computer.
✓	<b>CRM (Basic Customer Relationship Manager)</b> For organizing, finding, and contacting your customers and prospects.
✓	<b>Phone List Manager</b> For importing telephone lists & scrubbing Do Not Call numbers.
✓	<b>Report Builder</b> For creating a variety of reports of call results.
✓	<b>Recording Conversations</b> Agents click a button to record conversations on their hard drive.
✓	<b>Do Not Call Scrubber</b> Clean your phone lists with Do Not Call numbers you acquire from your government.
✓	<b>Email Marketing</b> Choose from 6 different pre-typed emails to send to customers/prospects when on the phone.
✓	<b>Truly Unlimited Outbound Calls to USA and Canada</b> No charges by the minute and No "excessive usage charges."
✓	<b>Truly Unlimited Inbound Calls</b> Inbound SoftPhone with your choice of either a local or toll free phone number.
✓	<b>Call Transfers &amp; Conferencing</b> Transfer or conference calls to anyone in the USA or Canada.
✓	<b>Caller ID</b> Display any 10 digit Caller ID you wish when you make calls.
✓	<b>Call Back Reminder</b> Use our PC based calendar or web based Google Calendar or MS Outlook Calendar.
✓	<b>Property Map Views</b> Integrates with Zillow and Google maps.

09/30/16

# Dolphin Power Seller Features



**1) Power Dialer** – It automatically **calls your lists of prospects** so you can speak to them live, one after the other, quickly and hands free. Call 2 to 4 times as many people compared to calling by hand.

\* When someone answers your call, you can speak to them (and refer to your scripts to remind you what to say).

\* If an answering machine or voice mail is reached, you have four choices:

- 1) Click to hang up and make another call.
- 2) After the greeting and beep, speak a live voice message.
- 3) After the greeting and beep, say "Hello (their name)", then click 1 of your 5 pre-recorded message buttons while staying on the line. (If a person picks up the phone while your message is playing, you can stop the message and speak to him or her.)
- 4) After the greeting and beep, say "Hello (their name)", then click 1 of your 5 "PAM" pre-recorded message buttons to instantly move on to another call while the agent's pre-recorded message plays. (If someone picks up the phone, you will not be there to speak to him or her.)

**Note:** Depending on who is called, where the call recipient is located, the purpose of the call, and whether or not you have obtained proper prior consent, leaving a pre-recorded message may NOT be legal in all cases.

\* Dolphin also gives you the ability to set a **Call Back Reminder** with our built-in PC based reminder calendar or you may use with web based Google Calendar or Microsoft's Outlook Calendar.

\* While you are on the phone with someone, you can just click to send 1 of 6 of your previously prepared **emails**.

\* You can **record** your conversations with the click of your mouse.

\* You can also send a **fax** to a customer if you have an online fax service such as MetroFax. (There are numerous federal and state restrictions on sending unsolicited advertisements by fax.)

\* When you click the Map button, you are taken to **Google Maps** or **Zillow** to view the address location on your screen.

**2) Click Dialer** – Instead of looking back and forth at phone numbers, you can highlight then click any telephone number on your PC. It instantly dials that number and a Key Pad screen pops up, giving you the ability to record the call, read scripts, play pre-recorded messages, and view and edit your address book. Great for prospecting or calling customers from phone numbers on Emails, CRM's, spreadsheets, documents, websites, etc.

**3) Customer Communicator (CRM)** – This CRM (Customer Relationship Manager) may be used by itself or in tandem with your existing company CRM to **organize and contact your customers**. It has powerful tools so you can call telephone numbers with just the click of a mouse, play pre-recorded messages to answering machines, send pre-typed E-mails, view web pages, get directions and maps of customer locations, and use a Reminder Calendar.

**4) Phone List Manager** – It provides you with all the necessary **tools to import, edit, sort, and remove duplicate numbers** in both your customer and prospect telephone list(s). A valuable **"Do Not Call" Scrubber** is also included. **Note:** Your valuable data stays on **your** computer. It is **not** internet "cloud-based" which can leave your data subject to loss or theft.

## Other Features

**Do Not Call Scrubber:** If you are calling residential telephone numbers and are subject to any Do Not Call laws, you can use the Do Not Call Scrubber each month. It compares the numbers on your lists to the numbers on State or Federal list and does not call those DNC numbers. It also includes a private DNC scrubber for any other numbers you do not want to call. Do Not Call rules also apply to consumer cell phones and many individuals use their personal cell phone as their "business line" and can register that number with the federal and state DNC lists.

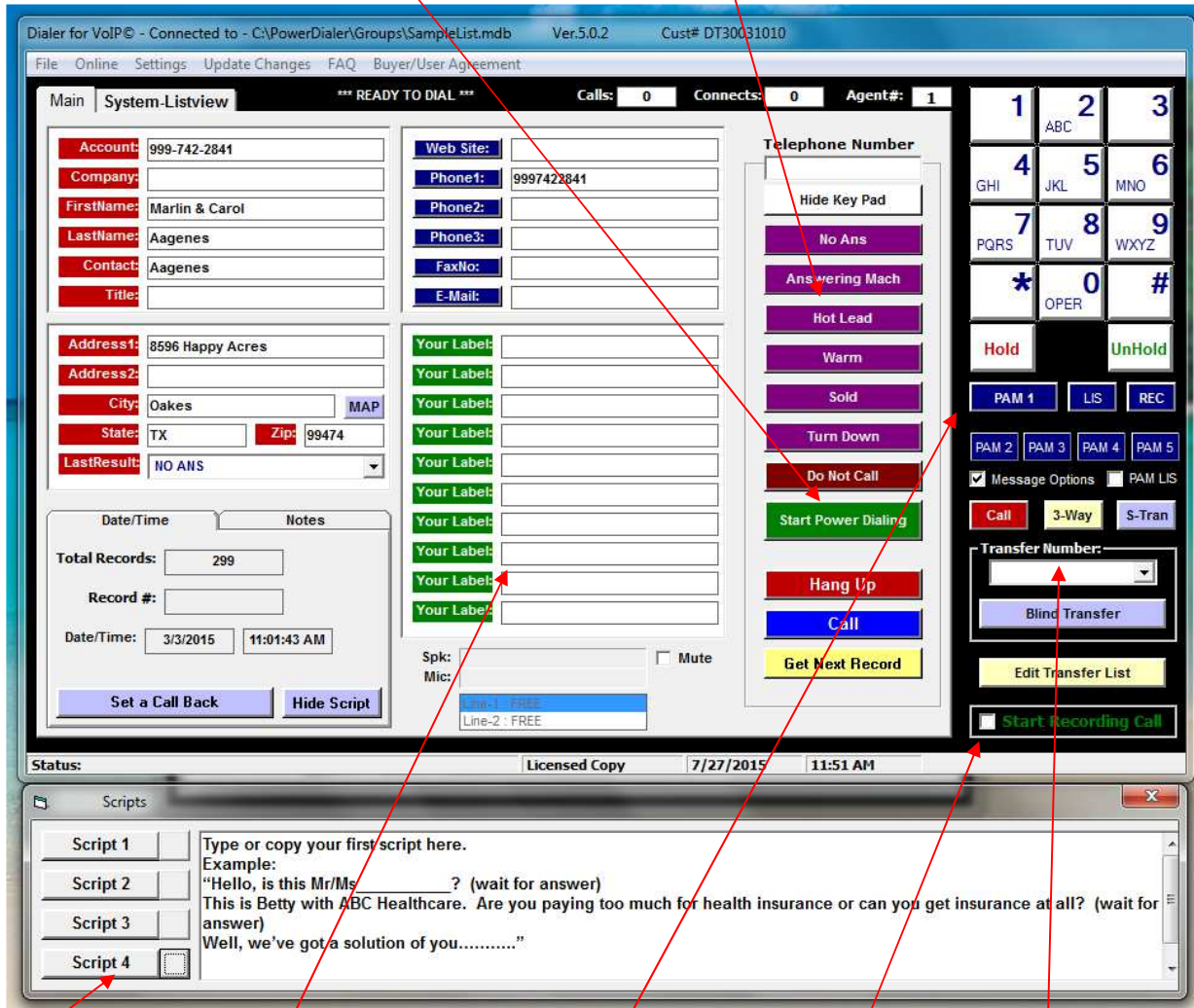
**Call Transfers & Conferencing:** While talking to someone, you can conference in a third person or transfer the call to anyone else in the USA and Canada. You can then move on to another call.

## Screenshot of the Power Dialer:

The **Power Dialer** is used for calling your lists of prospects. After you speak to someone, just click to disposition (show the level of a prospect's interest) each call. It then automatically calls the next prospect. It goes down your list and calls numbers one after the other. When there's a busy or no answer, it will hang up and dial the next number. The screen below pops up with information you have about each telephone number.

**Start Power Dialing:** Click this button to start automatically calling one number after the other.

**Disposition:** After each call, click the disposition and it will hang up and automatically dial the next number and pop up a new screen. You may customize the labels.



**Scripts:** You may click on one of your 4 scripts whenever you are talking to someone.

**Custom Info:** Customize these field labels for more information on your customers and prospects.

**Place A Message:** If you reach an answering machine or voice mail, you may click on one of your 5 pre-recorded messages. That saves you from having to repeat yourself over and over.

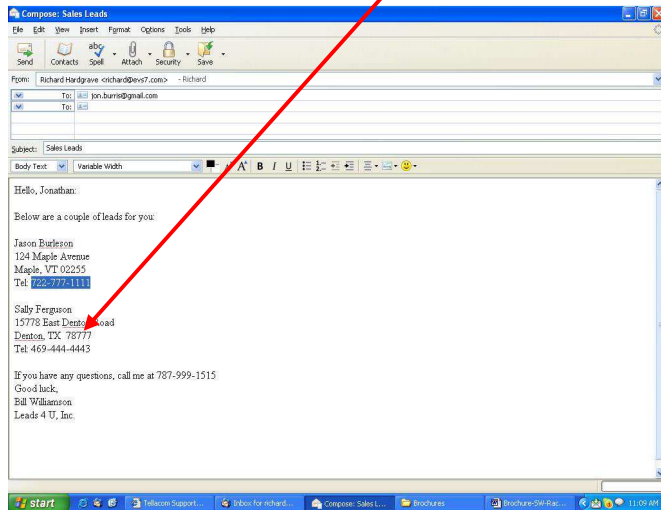
**Record Call:** Check the box to record the conversation on your PC's hard drive.

**Transfer/3-Way Calls:** You may conference multiple people together or you may transfer calls with or without speaking first to the person to whom the call is being transferred.

**Important Feature:** When you're Power Dialing, you can just click to move a prospect that has turned into a customer or a hot lead over to your Customer Communicator CRM (described on a following page).

## Screenshot of the Click Dialer:

The **Click Dialer** is used for calling telephone numbers you see on your computer screen that are not part of a list, such as on E-mails, web sites, CRM's, Word documents, spreadsheets, etc. Whenever you highlight, then click a telephone number, that number is immediately dialed and the Click Dialer screen instantly pops up.



You can expand the screen to view and use the following **Click Dialer Features**:

**Call:** You can click to highlight and automatically call a phone number or you can type a phone number in the white box at the top (or click the touchtone keys), then click the **Call** button to dial the number and then the **Hang Up** button to end the call.

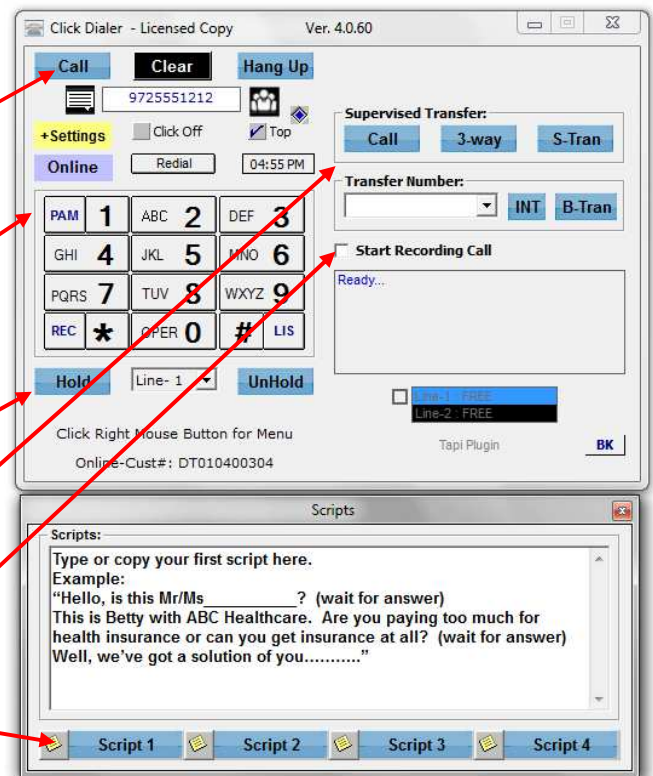
**Pre-recorded Messages:** Click to play one of your pre-recorded messages on answering machines or voice mail. You can either stay on the line or instantly move on to your next call while your message is playing.

**Hold:** Click to place a call on hold.

**Transfer or Conference Calls:** You can choose to transfer a call or conference a call.

**Start Recording Call:** Click the little white box to **record a conversation** on your hard drive. Click it again to **stop the recording**.

**Scripts:** You can create 4 different scripts to assist you when talking to people.



### Need TAPI

If you are using a CRM that requires TAPI to make calls, no problem!  
The Power Seller includes TAPI plug-in software.

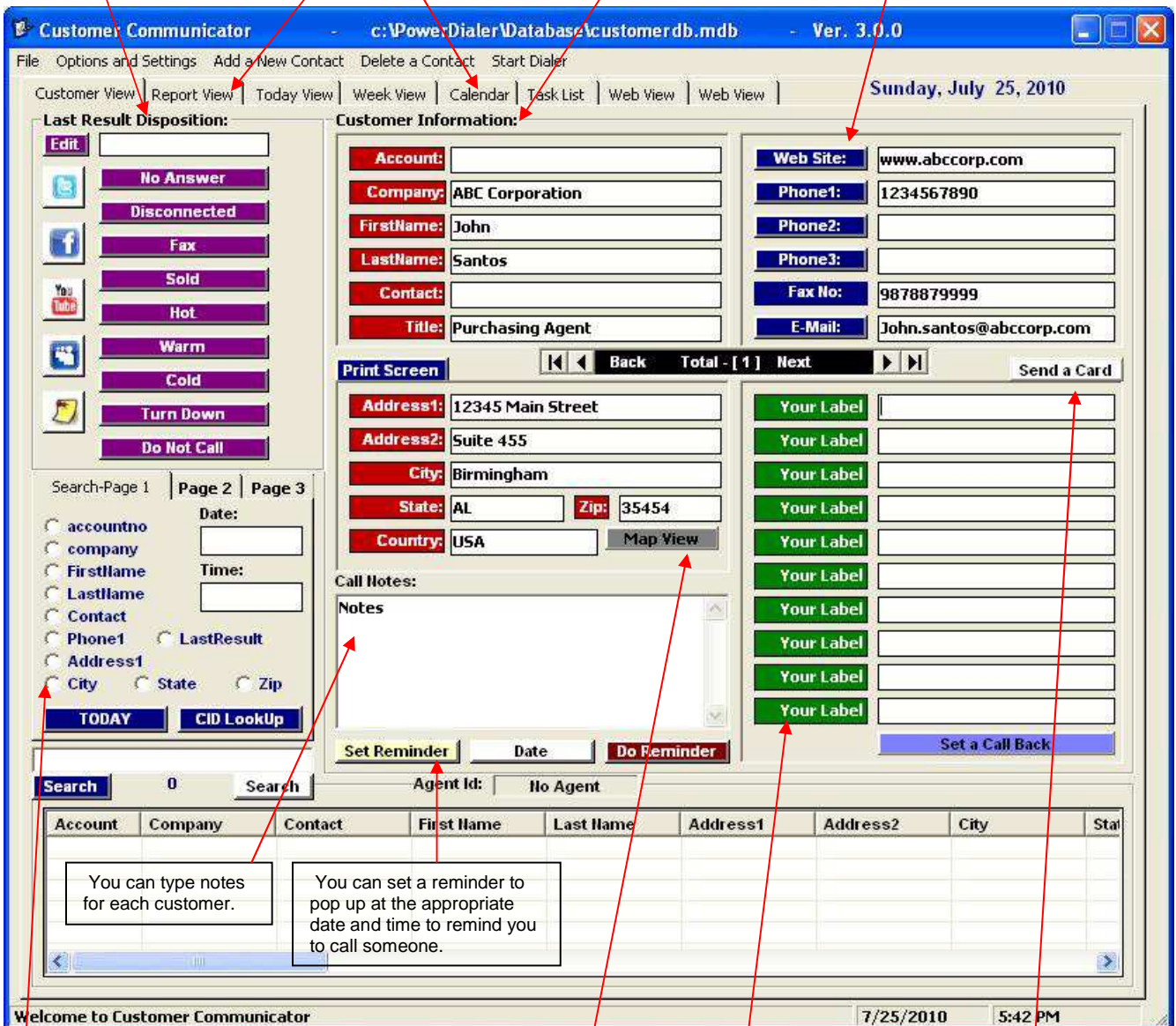


## Screenshot of the Customer Communicator (CRM):

This is your own **CRM** (Customer Relationship Manager).  
It's used for **contacting and managing your customers and hot leads** in a variety of ways.

Examples of things you can do: Click Dial to Call to Speak Live, Read Scripts, Leave a Pre-recorded Message, View Web Sites, Get Directions, Send a Pre-typed E-mail, Send a Card, Create a Reminder

<p><b>Purple Section:</b> After each call, click the disposition and go to the next record.</p>	<p><b>Tabs:</b> Includes Reminder Calendar, Reports, etc.</p>	<p><b>Red Section:</b> Customer or Prospect information includes company, name, and address.</p>	<p><b>Blue Section:</b> Includes Web Site launch, telephone numbers to click to dial, and E-mail launch.</p>
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<p><b>Search Section:</b> Find who and what you need in your CRM by selecting various criteria.</p>	<p><b>Map View:</b> Automatically takes you to a Google or Zillow map, directions, and camera view of the address.</p>	<p><b>Green Section:</b> Customize these labels for more information on your customers &amp; leads.</p>	<p><b>Send a Card:</b> Click to select a card to be automatically mailed for birthdays, thank you's, holidays, parties, etc.</p>
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## Optional Agent Monitoring/Coaching Tool for Supervising Agents using Dolphin Power Seller or Cricket Click Dialer

From virtually anywhere in the world, you can supervise your agents by silently monitoring, whisper coaching, barging in, and recording them while they are having conversations with people they have called. Your agents may also be located virtually anywhere in the world.

Note: If you want your agents (who are located in the USA and Canada) to all dial from the same telephone list, you will need to purchase our Dolphin Command Center. With that purchase, you will also receive this Agent Monitoring/Coaching Tool for FREE.

**Agent Monitoring/Coaching Tool: \$99**

**One Time Fee per Company (no monthly charges)**

### Features:

(see next page for sample screen shot)

- 1) **SILENTLY MONITOR:** To listen to an agent's conversation, the supervisor just clicks a name to hear his or her conversation. That agent will not know he or she is being monitored.
- 2) **WHISPER COACH:** While silently monitoring an agent, a supervisor can click the "Whisper" box to talk to that agent without the person called being able to hear the supervisor.
- 3) **BARGE-IN:** While monitoring or whisper coaching, a supervisor may join the conversation to talk to the agent and the person called.
- 4) **RECORD:** The supervisor can record an agent's conversation on the supervisor's hard drive.
- 5) **MULTIPLE AGENTS:** A supervisor can use the Monitoring/Coaching Tool to supervise as many agents as needed, regardless of where they are located. Just click one of the buttons next to the person's name to either monitor, whisper coach, barge-in or record.

### Requirements:

- 1) **COMPUTER:** Desktop or Laptop PC using Windows 7 or higher.
- 2) **INTERNET CONNECTION:** Adequate broadband internet connection. (A wired internet connection is preferred because some wireless connections are too slow.)
- 3) **HEADSET:** Wired USB Headset or Wireless Bluetooth Headset.
- 4) **DOLPHIN POWER SELLER or CRICKET CLICK DIALER or KOALA CLOUD CRM & CALL CENTER:** Each agent being supervised will need to use any of these 3 products.

Note: You do NOT need a telephone line or telephone.

# Sample Screen Shot Agent Monitoring/Coaching Tool

To **Record** a conversation,  
click this button.

To **Whisper Coach** an agent,  
click this button.

To **Barge In** to a call,  
click this button.

Whisper Software Customer Number - Ver. 4.0.42

File Edit Agent List Refresh Agent List Customer Number

ZoomCallsVoIP Phone Service

System Accounts Dialplan Apps Status

Active Extensions Status [ ] Transfer [ ]  
Use this to view all extensions and monitor and interact with active calls.

Ext	Status	Time	CID Name	CID Number	Dest	Application	Secure	Name	Options
1234								Monitoring Tool	
12345									
12349									
54321									
69138					Dorie				
69264					Luke				
69371					Hunter				
69452					Dillon				
69547					Ryan				
69685		0:00:11			Lexi				
69716					Reece				
69823					Logan				

Offline  
Whisper Stop Barge In  
 Start Recording Call

69138\_Dorie  
69264\_Luke  
69371\_Hunter  
69452\_Dillon  
69547\_Ryan  
69685\_Lexi  
69716\_Reece  
69823\_Logan

When agents are making calls,  
their **name bar** turns green.

To **Silently Monitor**, just click  
on one of the agent's name.

**Need Inbound Business Phone Lines?**

# Dolphin Combo

Unlimited calling to and from USA and Canada.

Included at no extra cost, you can have an inbound “SoftPhone” with your choice of a Local or a Toll Free phone number.

See all the Features at:

<http://www.ZoomCalls.com>



## What You Need To Supply

**Summary of Requirements To Use This Product:**

- Broadband internet connection (wired is preferable to wireless)
- Laptop or Desktop Computer with sound card and Windows 7 or higher operating system
- Wired USB Headset or Wireless Bluetooth Headset

**Read or Watch Videos on the Important Requirement Details at:**

<http://www.helpmedial.com/dialer-product-requirements>

**Note: You do NOT need a telephone or telephone line!**

**Important: You are 100% responsible and liable for obeying all laws regarding the use of this product, including but not limited to USA state and federal and/or Canadian telemarketing laws, Do Not Call laws, Caller ID laws, unsolicited facsimile advertisement laws, and the US Federal CAN-SPAM Act.**



**Watch our Videos & Request a Free Trial!**

