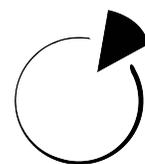We'd Love To Tell You
How PInnacle Will
Transform Your Call Center,
But Our Customers
Say It So Much Better.

**Professional
Teledata**
POWERED BY STARTEL

PInnacle Is the Industry's Leading Call Center Solution: More Flexible, More Powerful, And More Profitable. Just Ask Our Customers.

CONTACT ONE CALL CENTER
TUCSON, ARIZONA

"After switching to PInnacle, our revenues rose 30%"

Judy Wood, CEO, says PInnacle helped her company crack new markets, expand its services, add new clients, and gain more business from existing ones.

PRONTO CONNECTIONS
CHICAGO, ILLINOIS

"We doubled our business in 18 months after installing PInnacle"

Michelle Ringwood, President, says PInnacle helped her organization streamline operations, maximize productivity and minimize agent training time.

ANSWERPHONE OF AMERICA
STATESVILLE, NORTH CAROLINA

"PInnacle helped us nearly double in size"

Richard Lever, President, says PInnacle's powerful, flexible scripting and order-taking program has helped his company thrive in a highly competitive environment.

PInnacle redefined call center technology by combining scripting, dispatching and military grade hardware in one powerful package. Our vision of simpler, smarter, more efficient transaction processing has helped call center owners and managers across North America improve their businesses, gain a sharp competitive edge and find new paths to growth. But don't take our word for it; listen to what some of them have to say.

PInnacle▸

What Makes PInnacle Different?
The Unique Features And Benefits That Help Our Clients Grow.

• Commercial Switch Reliability.

PInnacle is integrated with digital switch products from eOn Communications. Their reliability, flexibility, and capacity greatly exceed those of switching equipment in conventional TAS systems. With more than 10,000 switch installations, including the U.S. Coast Guard and FAA, eOn is well known for its multi-switch networking and VoIP capability. And all cards, including T-1s, are hot-swappable.

• Unified Platform For TAS And Special Applications.

Unlike most other TAS systems, all applications from simple messaging to complex order-taking use the same program-ming platform and the same easy-to-use operator interface.

• Advanced Scripting And Order Entry Capabilities.

Developed specifically for commercial inbound services, PInnacle's comprehensive scripting capabilities include branching, order entry, sales tax computation, credit card processing, dealer locate, and other complex applications. With its logical branching scheme, tasks and "to-dos" are color-coded and easily accessed. And changes are so easy that scripts can be updated instantly, even with calls in progress.

• Extensive TAS And Call Center Experience.

With more than 100 years of combined real TAS experience, and over 50 years of call center order entry experience, we know exactly what it takes to help your business grow. With this deep industry knowledge, we're constantly working to refine our solution with new features and benefits. For example, we've added SMS messaging, agent chat, voice mail messaging integration, and new dispatch features.

• Robust TAS Messaging And Dispatch Software.

PInnacle brings unrivaled ease-of-use to complex message relay and dispatch functions. For example, dispatch procedures automatically inform the operator of the next required action based on the recipient, contents of message, or other system variables. The system can automatically launch one or more faxes, emails, or repeat pages (alpha or digital) to on-call or other recipients.

• Improved Agent Performance And Reduced Training Time.

PInnacle's unique visual prompting guides agents through every step of every call. The program is so user-friendly and intuitive that agents rarely need the help screens that are easily available. Prompts can be placed anywhere onscreen, in any sequence. And for new operators, training cycles are reduced from months or weeks to just days or hours.

• Unrivaled Service And Support.

Experienced technicians are available 24/7 at 1-800-344-9944. And User Groups, Web forums, e-newsletters, Tech Support Conferences and other programs keep you informed and up to date.

TOWNE ANSWERING SERVICE
SOUDERTON, PENNSYLVANIA

"PInnacle allowed us to cut training time way down"

Charlie Crown, President, says the conversion to PInnacle was simple, and its unique scripting power enabled his company to improve service and add staff more easily.

You've just met a few of the companies that have been transformed by our unique turnkey solution. Let us do the same for you. PInnacle is an elegant, affordable system ideal for organizations ranging from high traffic service bureaus to catalog order operations and corporate call centers. Ready to meet the needs of your people, your company, and your customers like never before? Bring in PInnacle. It's the best call your business will ever make. To learn more, call **800.782.7835** or go to **www.professionalteledata.com**.

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PInnacle *Freedom*   **Safety Net**   **Total Billing Solution PI-2000**