



# Dolphin & Dolphin Pro

## Power Seller

“High Speed Dialer & Contact Manager”

**More Sales in Less Time!**

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

### Make More Money in Less Time at a Very Low Cost

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

When a live person answers, you hear them say “Hello”, enabling you to talk immediately. When you reach a voicemail or an answering machine, just click to leave your pre-recorded message. With the **Dolphin**, you’ll stay on the line while your message plays, thereafter it moves you to the next call. With the **Pro version**, as soon as you click, your message begins playing, but you are instantly moved on to another call, thus you can make multiple calls simultaneously on unlimited lines! In addition, the Pro version allows you to change your Caller ID to any 10-digit phone number you wish, whenever needed.

**New Supervisory Features:** The **Pro version** includes Silent Monitoring and Recording of Conversations plus Whisper Coaching from anywhere in the world to any of your agents.

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

**No Delays!**

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

**No Dropped Calls!**

**Stay Legal!**

**No Phone Line Needed!**

### Cost and Features:

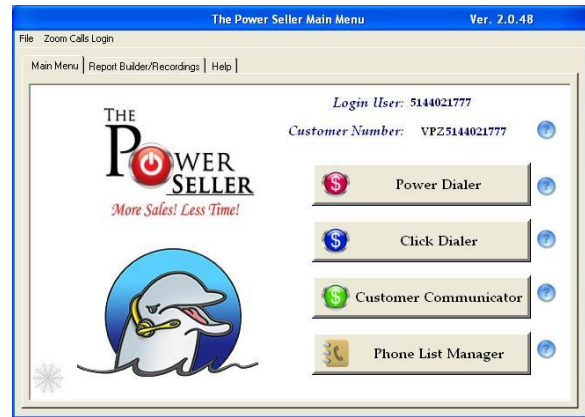


**Dolphin Pro = \$169 One Time License Fee** (all features available)  
 Plus \$39 per month for ZoomCalls VoIP Unlimited Outbound Calls to USA & Canada  
 ...or...

**Dolphin = \$169 One Time License Fee** (not all features available)  
 Plus cost of your own softphone VoIP Phone Service

Dolphin	Dolphin Pro	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 (Customer Relationship Manager)</b> For organizing, finding, and contacting your customers.
✓	✓	<b>Phone List Manager</b> For importing telephone lists & scrubbing Do Not Call numbers.
✓	✓	<b>Reports &amp; Reminders</b> For creating reports of call results & setting up automated call back reminders.
✓	✓	<b>Recording Conversations</b> Agents click a button to record conversations on their hard drive.
✓	✓	<b>Do Not Call Scrubber</b> Scrub your telephone lists monthly against USA or Canadian Do Not Call Lists.
	✓	<b>Email Marketing</b> For Emailing customers/prospects + API for using “Constant Contact” & “iContact”.
	✓	<b>Simultaneous Unlimited Calls on Unlimited Lines</b> Speak or click a button to leave a recorded message & instantly move to another call.
	✓	<b>Supervisory Features</b> For silently monitoring & recording & for whisper coaching agents.
	✓	<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.

# Dolphin & Dolphin Pro 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 refer to your scripts to remind you what to say or if you reach an answering machine, you can click to play your pre-recorded message. With **Dolphin**, you'll stay on that line, enabling you to stop the recording if someone picks up their phone while your message is playing. With **Dolphin Pro**, as soon as you click to leave your message, you'll instantly zoom on to the next call while your message is playing. The **Pro** version thus allows you to use multiple lines simultaneously. The **Pro** version also gives you the ability to send SMS Text Messages as well as use the Supervisory Features described below. In addition, 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. When you click the Map button, you are taken to Google Maps 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 powerful 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, mail customized printed cards, and use a Reminder Calendar.
- 4) Phone List Manager** – It provides you with all the necessary **tools to import, edit, sort, and de-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.

**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.

**Email Marketing:** Just click to send previously prepared E-mails while you are leaving messages or send a message to multiple customers/prospects. Includes API (Application Program Interface) to use with either **“iContact”** or **“Constant Contact”** or **“MailChimp”**.

## Supervisory Features

**Silent Monitoring & Recording (Dolphin Pro only):** From anywhere in the world, you can secretly listen and record any of your agents' conversations.

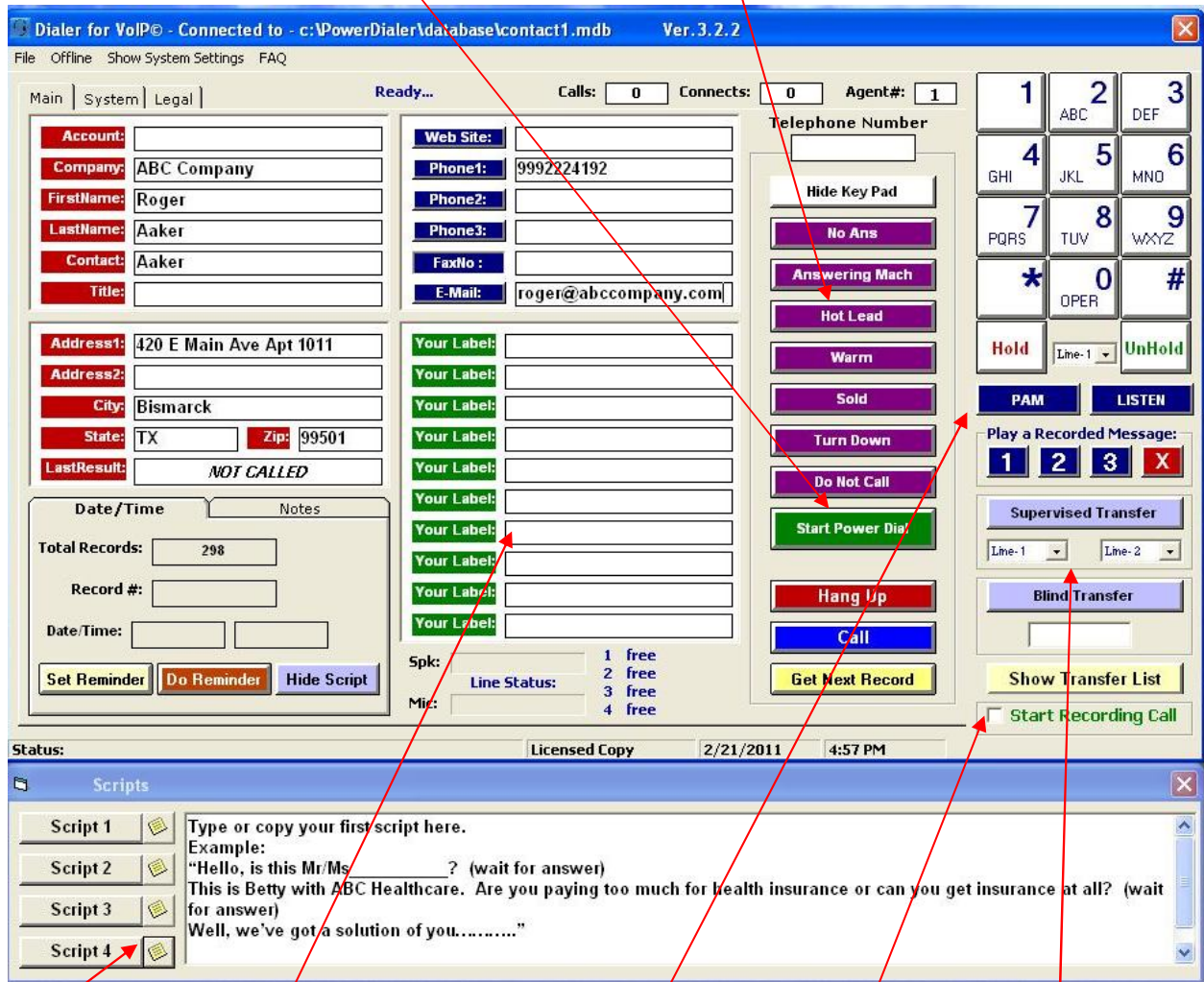
**Whisper Coaching (Dolphin Pro only):** From anywhere in the world, you can listen to any of your agents' conversations and talk to them without the other party hearing you.

## 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 person 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 leads.

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

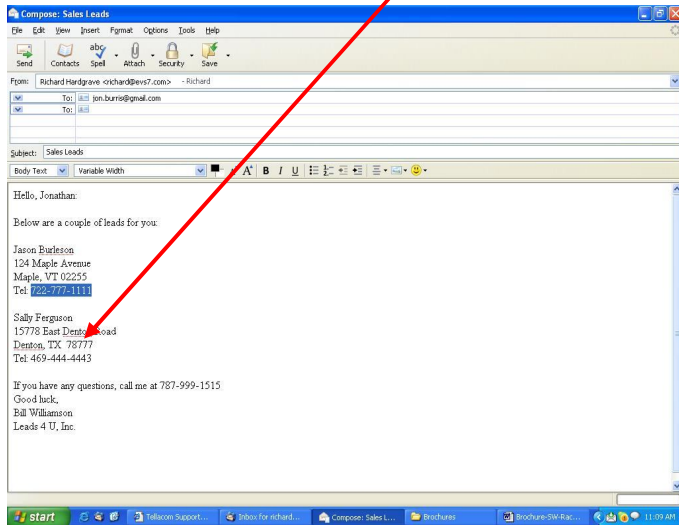
**Record Call:** Check the box to record the conversation on your PC's hard drive.

**Transfer-Conference 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. (This feature is available with ZoomCalls VoIP and with some other VoIP services.)

**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.

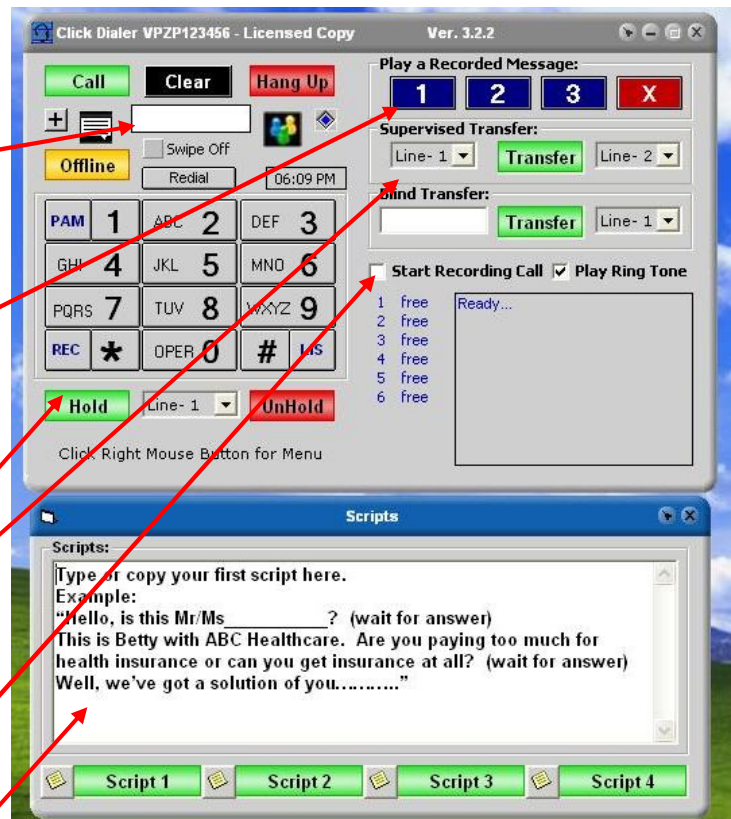
**Pre-recorded Messages:** Click to play your pre-recorded message on answering machines or voice mail. With the **Pro** version, you can then instantly move on to the next call.

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

**Transfer or Conference Calls:** You can choose to transfer a call or conference a call. (This feature is available with ZoomCalls VoIP and with some other VoIP services.)

**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.

Example: 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

**Purple Section:** After each call, click the disposition and go to the next customer.

**Tabs:** Includes Reminder Calendar, Reports, etc.

**Red Section:** Customer or Prospect information includes company, name, and address.

**Blue Section:** Includes Web Site launch, telephone numbers to click to dial, and E-mail launch.

**Search Section:** Find who and what you need in your CRM by selecting various criteria.

**Map View:** Automatically takes you to a Google map, directions, and camera view of the address.

**Green Section:** Customize these labels for more information on your customers & leads.

**Send a Card:** Click to select a card to be automatically mailed for birthdays, thank you's, holidays, parties, etc.

# Dolphin & Dolphin Pro

## Power Seller

Don't Waste Time!  
Double, Triple, or  
Quadruple your  
Contacts & Sales!



Just ONE extra sale  
could pay for your  
Dolphin Power Seller  
for a whole year!

### Cost:

**Dolphin Pro = \$169 One Time License Fee**

Plus \$39 per month for ZoomCalls VoIP Unlimited OUTBOUND Phone Service to the USA & Canada - month to month, with no contract...or pay only \$390 for a year and save \$78. See Policies at: [www.ZoomCalls.com](http://www.ZoomCalls.com)

ZoomCalls VoIP Phone Service is owned and operated by Electronic Voice Services, Inc.

...or...

**Dolphin = \$169 One Time License Fee**

Plus cost of your own softphone VoIP Phone Service

Note: You may use a variety of softphone VoIP phone services other than ZoomCalls but several features won't be available (see chart on 1st page of this brochure) and many other brands of VoIP do not allow dialers.

### You Need To Supply:

- 1) USB or PC Headset
- 2) Desktop or Laptop PC with Windows XP, Vista, or 7 with a sound card (no Apple, Tablet, or Netbook computers)
- 3) ZoomCalls VoIP Service or another brand of softphone VoIP  
Note: Some other brands of VoIP do not allow dialers.
- 4) Broadband Internet Connection \*

\* Consistent bandwidth of at least 90 kbps of both upload and download speed per user is required. Some anti-virus software (such as Norton and McAfee) may block or degrade your VoIP service. If using a cable internet connection, we recommend using a Quality of Service (QOS) modem if your bandwidth is inadequate for high quality sound. Wireless and satellite internet connections may or may not work well, depending on signal strength.



Go to [www.DolphinDialer.com](http://www.DolphinDialer.com) for a FREE TRIAL!



**Electronic  
Voice  
Services**

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E-mail: [sales@evs7.com](mailto:sales@evs7.com)

Web Sites: [www.DolphinDialer.com](http://www.DolphinDialer.com) & [www.ZoomCalls.com](http://www.ZoomCalls.com) & <http://www.evs7.com>