|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Predictive Dialer Form** | | | | | |
| **Agency Name** |  | | | | |
| **Department** |  | | | | |
| **Address** | |  | | | |
| **Contact Name** | |  | | | |
| **Contact Phone** | |  | | | |
| **Contact Email** | |  | | | |
|  | | | | | |
| **Predictive Dialer** | **Basic**  **System**  **Requirements** | | # of Agents: |  | |
| # of Supervisors: |  | |
| # Outbound Calls/ Per/Day |  | |
| # of Campaigns |  | |
| Hours of Operation |  | |
| Call Blending | Yes No | |
| **Interface** | **Client PCs** | | Number of PCs | |  |
| Operating System | |  |
| RAM Memory | |  |
| **Call list data** | | Database Type | |  |
| Flat File | | Yes No |
| # Contact in List | |  |
|  | | | | | |

Please complete the form and email to ITS.Incidents@its.nc.gov