

## IDD FAQ

**1) What do I need to use the dialer?**

All you need is a phone line and an internet connection. We don't require any special hardware or software.

**2) Can I take notes on the calls I make in your system?**

Yes. You will have the ability to type notes on every call. The system will also record if you reached a voicemail or live answer automatically.

**3) How do I record my message?**

You can go to our message tab in our portal and record your message using your phone. You will also have the ability to use a toll free number to call and record your message as well.

**4) Is there a special format to upload my lists?**

Your lists will need to be in an Excel format to upload. We have a sample template you can use located in the list management section.

**5) Can I leave a personal message before dropping the message?**

Absolutely. Once the person's voicemail has ended you can place a personal greeting and then drop your message.

**6) Are there any gaps between my personal message and the message I pre-recorded?**

No. Our technology will allow the entire message to be delivered seamlessly.

**7) If I reach a live person, can I still leave a message after speaking to them?**

Yes. Once you have finished your conversation you just click on the play message tab and your message will be delivered.

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**8) Can I use your system if I already have a CRM?**

Yes. We can use a special upload process to send you all of the work you did on our system to be placed back into your system.

**9) Is there a way to integrate your system with our existing system?**

Definitely. We have created an API that will allow you to use our features and benefits to be incorporated directly into your existing platform.

**10) How will this effect what I pay to the phone company?**

Your costs from the phone company will be reduced. Since our systems are making all of the calls you dial, we absorb all of those costs. In addition, we have unlimited capacity to make outbound calls so there is no need for you or your company to have to expand and purchase additional phone lines from the phone company.

**11) What type of reporting capabilities does the system have?**

You can download multiple reports. There is a history archive section that will allow you to choose specific date ranges to retrieve data. You can also have reports that will show call detail including time and date stamp, any notes taken on the call, an entire history on the amount of times a number or person was called and many more options.

**12) What is the difference between leave message and play message in our system?**

Leave message allows you to deliver a pre-recorded message as soon as you hear a voicemail greeting. Play message allows you to personalize a greeting before you leave a message.



For more information or to schedule a demonstration, please contact us:

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