

# Cricket Click Dialer

No more dialing with your fingers!

Use with your favorite CRM  
Double or Triple your Calls & Sales



To place calls, simply click any telephone number  
on your screen and it instantly dials for you!

- When a live person answers, you hear them say “Hello” so you can speak immediately.
- When you reach an answering machine or voicemail, you can click to hang up or if you wish to leave a message, just say “Hello, <name>” then click one of your pre-recorded messages and zoom off to another call while your personalized message plays.
- A SoftPhone inbound line is also included, with your choice of a local or toll free phone number or if you prefer, you can use any phone number you already have for your Caller ID.

Choose your Price per Seat (no contracts):

**\$59** per month  
Pay month to month

**\$49** per month  
Pay \$147 for 3 months  
Save \$30 quarterly

**\$39** per month  
Pay \$468 for 12 months  
Save \$240 annually

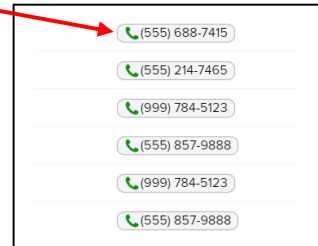
**Truly Unlimited Calls to USA & Canada from virtually anywhere in the world.**

Cricket	Features
✓	<b>Click Dialer</b> For quick calling of telephone numbers you see anywhere on your computer.
✓	<b>Recording Conversations</b> Just click a button to record conversations.
✓	<b>Truly Unlimited Outbound &amp; Inbound Calls for USA &amp; Canada</b> No charges by the minute and No “excessive usage” charges.
✓	<b>Caller ID</b> Display any 10 digit Caller ID you own when you make calls.
✓	<b>SoftPhone</b> When calls come in, you can either answer or reject and send the caller to your voice mail.
✓	<b>Call Transfers &amp; Conferencing</b> Transfer or conference calls to anyone in the USA or Canada.
✓	<b>Optional: Tool for Supervision of Agents</b> For silently monitoring, whisper coaching, barging in, and recording conversations.

**Works with virtually any cloud based CRM!**

## How It Works

After a simple installation, your CRM will have a green phone icon next to each telephone number. Just click any phone number you want to call and it instantly dials for you. If someone answers your call, you will hear them say "Hello". No more dialing by hand while looking back and forth from the telephone number to your telephone key pad.



Works with virtually all cloud based CRMs, including...

**SalesForce, Zoho, SAP, Oracle, Act!, Maximizer, Base, CRM101, Hubspot, Sage, SugarCRM, SalesGenie, LeadMaster, MS Dynamics, Insightly, LEADS360, etc.**  
(See sample CRM screen shots on next page.)

## Click Dialer Features

### Leave Messages:

If an answering machine or voicemail is reached, you have several choices:

1) Click to hang up and make another call.

Or after the greeting and beep, you have 3 choices:

2) Speak a live voice message.

3) While staying on the line, say "Hello (their name)", then click on any of your pre-recorded messages. (If a person picks up the phone while your message is playing, you can stop the message and speak to them.)

4) To move on to another call while your pre-recorded message plays, say "Hello (their name)", then click 1 of your 5 **PAM** (Place a Message) pre-recorded messages. (If someone picks up the phone, you will not be there to speak to him or her.)

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

### Record Conversations:

Click the **Record** icon to record conversations on your hard drive.

### Transfer & Conference Calls:

Click to conference other people on the call or transfer a call to another person anywhere in the USA and Canada.

### Private Phone Book:

You can just click a telephone number to call any phone number in your private Phone Book.



# Sample CRMs used with Cricket Click Dialer

## SalesForce

The screenshot shows the Salesforce LEADS interface. A table lists leads with columns for NAME, COMPANY, TITLE, STATE/PROVINCE, PHONE, EMAIL, LEAD STATUS, OWNER FIRST NAME, and OWNER LAST NAME. A green arrow points from the 'PHONE' column to a mobile app overlay. The app, 'Koala Phone', is in 'On Line Ready...' mode and features a numeric keypad (1-9, \*, #, 0), function buttons (Answer, Call, Transfer, Hold, Clear, UnHold), and call options (Click to call, Progressive, Voice Mail). The phone number (866) 555-0164 is displayed at the top of the app.

NAME	COMPANY	TITLE	STATE/PROVINCE	PHONE	EMAIL	LEAD STATUS	OWNER FIRST NAME	OWNER LAST NAME
Amy Jordan (Sample)	Lee Enterprise, Inc	VP Purchasing	Georgia	(866) 555-0164	info@salesforce.com	New	Cody	F
Andy Smith (Sample)	Universal Technologies	Vice President	Connecticut	(555) 555-1212	info@salesforce.com	New	Cody	F
David Adelson (Sample)	Green Dot Publishing	Director, Information Te...	California	(415) 555-2356	info@salesforce.com	Working	Cody	F
John Steele (Sample)	BigLife Inc.	Senior VP	Connecticut	(555) 555-1212	info@salesforce.com	Working	Cody	F
Marla Gardner (Sample)	3C Systems	Exec VP	Massachusetts	(555) 555-1212	info@salesforce.com	New	Cody	F
Sarah Loehr (Sample)	System Administrator		New York	(555) 555-1212	info@salesforce.com	Nurturing	Cody	F

## Zoho

The screenshot shows the Zoho CRM Contacts interface. A table lists contacts with columns for CONTACT NAME, ACCOUNT NAME, EMAIL, PHONE, and CONTACT OWNER. A red arrow points from the 'PHONE' column to a mobile app overlay. The app, 'Koala Phone', is in 'On Line Ready...' mode and features a numeric keypad (1-9, \*, #, 0), function buttons (Answer, Hangup, Transfer, Hold, Clear, UnHold), and call options (Click to call, Progressive, Voice Mail). The phone number 5558579888 is displayed at the top of the app.

CONTACT NAME	ACCOUNT NAME	EMAIL	PHONE	CONTACT OWNER
KEVIN PERLOW			(555) 214-7465	Cody Foster
AUDREY PERLOW			(999) 784-5123	Cody Foster
STEVEN PERLOW			(555) 857-9888	Cody Foster
LAWRENCE PERLOW			(999) 784-5123	Cody Foster
CLAIRE PARTLOW			(555) 857-9888	Cody Foster
GENE PARTLOW			(999) 854-6145	Cody Foster
JANET CONNORS			(999) 666-5512	Cody Foster
ANNE FLETCHER			(555) 688-7415	Cody Foster
BARBARA FASANELLA			(555) 214-7465	Cody Foster
JOHN FASANELLA			(999) 784-5123	Cody Foster
JEFFREY FISKE			(555) 857-9888	Cody Foster
KENNETH FRANCIS			(999) 784-5123	Cody Foster
MILDRED FRANCIS			(555) 857-9888	Cody Foster
KATHERYN RADE			(999) 854-6145	Cody Foster
NICOLE GAY			(999) 666-5512	Cody Foster

## Need Inbound Line?

# Cricket Combo

**Unlimited calling to and from USA and Canada.**

In addition, at no extra cost, you can request a **local or toll free inbound softphone line**. When a call comes in, you can click “Answer” or “Reject”. If you reject the call or if you are not there to answer the call, the caller’s voice message will be immediately emailed to you. Just click on the .wav file to hear the message.

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## Optional Supervisory Monitoring & Coaching Tool

**If you need to Silently Monitor, Whisper Coach, Barge In, and Record your agents’ conversations regardless of their location, please see the details here:**

<http://www.evs7.com/docs/brochure-monitor-coaching-cricket-koala.pdf>

**The one time cost is only \$99 with no monthly charges.**

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## 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 responsible and liable for obeying all laws regarding the use of this product, including but not limited to US 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.**

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**Visit our Web Site**

**Watch the Video & Download a Free Trial!**