

Campaign Questionnaire
Accounts Receivable Campaign

Client Information	
Company Name	
Address	
Telephone Number	(____) _____ - _____
Fax Number	(____) _____ - _____
Contact Name	
Telephone	(____) _____ - _____
Email Address	
Campaign Information	
Name of Campaign:	
Description of Campaign:	
Estimated start date of campaign:	
Estimated # calls per month:	
Length of campaign: (ie., "3 months, 6 months, Indefinitely, etc.")	
How often should we process your campaign:	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Bi-Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annually <input type="checkbox"/> Annually <input type="checkbox"/> Other _____
What time of day should we process your calls:	Between _____ AM/PM and _____ AM/PM

<p>Will your campaign be focused on answering machine, live persons or both</p>	<p><input type="checkbox"/> Live Answer</p> <p><input type="checkbox"/> Live Answer w/ End Call or Alt Message when Answering Machine Detected</p> <p><input type="checkbox"/> Answering Machine</p> <p><input type="checkbox"/> Answering Machine w/ Polite End Call when Live Answer Detected</p> <p><input type="checkbox"/> Both (Live Answer and Answering Machine)</p>
<p>Will you include the outstanding balance in your message? (ex., "Please contact us to discuss your outstanding balance of \$17.36 ")</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Do you want the caller to be able to connect to a live representative? (ex., "Press 0 to speak to account representative now")</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, please enter forwarding number: () - (Tip: do not use toll-free number)</p>
<p>Maximum Number of call attempts per day?</p>	<p><input type="checkbox"/> Unlimited <input type="checkbox"/> Other _____</p>
<p>Text to Speech or Voice Message? (Would you like to record your own voice mail message, use our computerized text to speech message or professionally produced voice recordings?)</p>	<p><input type="checkbox"/> Record Voice Message <input type="checkbox"/> Text to Speech</p> <p><input type="checkbox"/> Professional Voice Recording</p>
<p>Person recording Voice Message:</p>	
<p>Telephone</p>	<p>() - _____</p>
<p>Email Address</p>	
<p>If Text to Speech (Male or Female voice)?</p>	<p><input type="checkbox"/> Male <input type="checkbox"/> Female</p>
<p>Should we allow the caller to add themselves to a "do not call list"?</p> <p>If Yes, do you have an existing "do not call list" started?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Please write a Sample Message applicable to your need: (example: "Please contact Sales Trends.net regarding your outstanding balance of \$17.36. We can be reached at 617-648-0045 or press 0 to speak to a representative now. To be added to our do not call list, please press 9.")</p>	

Information Technology	
Technical Contact Name	
Telephone	(____) _____ - _____
Email Address	
Can you export a list of telephone numbers from your systems? If yes, in what format?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Database: _____ <input type="checkbox"/> Spreadsheet: _____ <input type="checkbox"/> Text File: Comma Delimited <input type="checkbox"/> Text File: Tab Delimited <input type="checkbox"/> XML <input type="checkbox"/> Other _____
If yes, how will we receive the file?	<input type="checkbox"/> You FTP into our server <input type="checkbox"/> You email it to us <input type="checkbox"/> You mail it to us by post <input type="checkbox"/> We FTP into your server <input type="checkbox"/> We download from your web server <input type="checkbox"/> Other: _____
If yes, how often will we receive the file?	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Bi-Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annually <input type="checkbox"/> Annually <input type="checkbox"/> Other _____
Estimated time for readiness of test file?	