

OUTBOUND DIALER

Increase dials per hour and Contact Rate (percentage of calls answered) while staying compliant, with our outbound dialing features.

B R I •
• G H T
P A T •
T E R N



85% @ 5%

Utilization @ Abandonment

INCREASE AGENT PRODUCTIVITY AND UTILIZATION

A combination of true predictive, preview and IVR-only dialing modes maximizes utilization of agents' productive time.

Our true predictive algorithm tracks agent availability and list success rates in real time, and predictively dials the optimum number of calls based on real time performance. This allows agents to be fully occupied, by filling gaps in inbound call arrival with outbound predictive calls.

Preview time can be limited for better pacing with our preview timeout auto-dial setting.

When a campaign's records start to taper off due to safe-calling hours or list exhaustion, another campaign can pick up the slack with our linked campaigns feature.

Our call progress analysis minimizes non-productive connections by effectively detecting human voice and separating answering machines at success rates over

85%. Messages can be left on answering machines by running an IVR scenario from the dialing rules.

INCREASE CONTACT RATES

Multiple calling-destination-hours windows, with area code and postal code time zone adjustment can be set-up per campaign.

Caller ID for each call can be selected in a number of ways, such as random, within same state, and record-specific.

Hot leads delivered via API, (e.g. from website lead form) can be prioritized to be dialed first.

Right Party Contact scenarios have full IVR functionality, with record access, dispositioning capability, and include text-to-speech and vocabulary speakers (including vocabulary speaker for personal names). All scenarios are multi-lingual.

