

# DIALING

Supercharge your productivity and reach more customers faster



## Executive Summary

We can help you reach your customers in a more efficient way by automating the outbound dialing process and maximising your outbound call volume. Agents are able to connect with more customers at the right time, while also adhering to regulatory requirements.

### Dialing mode: Agentless

Agentless dialing mode, also known as message laydown, is a simple way to announce a message to many customers at once with a pre-recorded phone call or pre-written text message. For example, if you need to remind a large audience of an event coming up the next day, you can send them all the same message at a time without an agent needing to take action.

### Features & Benefits

- Ideal for campaigns that do not require an agent where contacts are dialed and left an automated message
- Increases call centre productivity by not utilising an agent
- Provide the customer an option to press 1 to enter into a queue
- Stagger the number of outbound calls you make per minute
- Report on result of each outreach
- Customise message for live phone answers



### SIMPLE CAMPAIGN MANAGEMENT

Automate customised voicemail drops and leverage both call and text message channels for higher contact rates.



### LIST AND TIMEZONE MANAGEMENT

Dial thousands of contacts daily over different campaigns while adhering to timezone regulations.



### UNIFIED AGENT EXPERIENCE

Agents can log into multiple campaigns while also handling everyday interactions happening in the call centre.



### SUITABLE FOR ALL VERTICALS

Our intelligent and flexible dialling allows you to strategically communicate with your customers.

## Dialing mode: Preview

Preview dialing mode allows call centre agents to view information on the contact prior to dialing. This mode is typically used to dial high-intent leads when you need to reach them fast and ensure an agent is always available to talk. Because leads are dialed one at a time, there is virtually no drop rate which is why Preview dialer is used by so many organisations to maximise their customer experiences.

### Features & Benefits

- Ideal for outbound campaigns that require an agent to understand the background ahead of dialing, typically in complex or sensitive situations
- Available for phone calls
- List, timezone, and campaign management. Run multiple campaigns at once
- Add contacts to do not call (DNC) rules
- Automatically pushes a record to the agent to dial
- Agent can preview the record prior to deciding to proceed with the call
- Agent can either manually click to call or a Preview
- Timeout can be set to automatically begin dialing
- Custom dispositions
- Agent note-taking
- Once the call is finished, the agent is served the next customer to call
- Answering machine detection
- Skills and language based routing
- Drop pre-recorded voicemails
- Configure retry rules to re-attempt failed contacts
- Agent screen pops
- Call monitoring
- Call recording
- Report on results of each outreach and campaign

## FAQs

### **There are so many types of dialers. What is the difference between Preview, Power, and Predictive modes?**

- Preview automatically displays a record loaded to the system and the agent decides whether to dial the call. This yields virtually zero abandoned rates and should be used in high-value campaigns where individual ownership is a high priority.
- Power places one call for every one available agent. This yields a low risk of exceeding the target abandoned rate and is typically used with low-volume, high-value campaigns.
- Predictive mode uses an algorithm to predict agent availability and call results so it can dial multiple numbers for each available agent. This yields a higher abandoned rate and should only be used in high-volume campaigns with more than 20 agents.

### **Do you have a Power mode?**

While we do not have a formal Power mode, the Preview dialer can be utilised as a Power dialler by simply setting the Preview Timeout to 0 seconds. This will then serve up calls one-by-one to your agents without giving them the option to preview a record or decline a call prior to the outbound call being automatically placed.

### **Do you have a Predictive mode?**

We currently do not offer a Predictive dialing mode. We find that most use cases are better served using the Preview mode resulting in lower abandoned rates.

