



Outbound Dialer

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



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.



REDUCE TRAINING TIME WITH OUR EASY TO USE INTERFACE

The Agent Desktop is a rich web application that dynamically changes its interfaces to offer the most relevant controls at each moment. All call controls are through the Agent Desktop and are available with either our softphone (included) or through an external phone.

Each campaign can have a fully customizable GUI form presented to the agent, with list data and input fields, along with such accelerators as a click-to-dial number field (e.g. for transfers) , one-click disposition selection, hyperlinks and customizable voicemail message player.

For frequently used phrases and proposals, each agent can have a set of messages pre-recorded in their voice, or you can load professionally recorded messages. The playback of the message is not interrupted by the agent hanging up.

GET THE MAXIMUM PERFORMANCE FROM EACH LIST

Lists can be imported via scheduled periodic import (FTP/FTPS), APIs or manually. The formats include CSV and fixed-column-width text file. Once defined, list formats can be re-used.

Multiple lists can be defined per campaign, in specific priority order. Dialing ratios can be specified for lists with the same priority. The lists can be shared between campaigns.

A list can be loaded for multiple different campaigns by using filters. Filters use combinations of fields; or fields and other campaigns' dispositions, allowing records to flow from campaign to campaign.

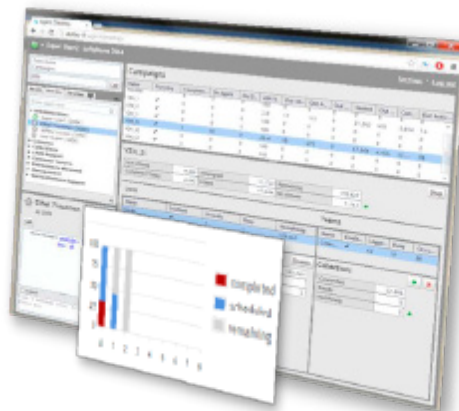
Configure list settings to emphasize penetration or coverage, depending on campaign priorities.

The results export can also be scheduled periodically (FTP/FTPS) or manually. Exports can be filtered by disposition and date and can include recordings.

CUSTOMIZABLE, ON DEMAND REPORTING

We provide campaign status information in real-time via our campaign operator console.

The console shows, among other things, the number of calls being dialed, number of agents available, team occupancy and a count of dispositions. List status at-a-glance is provided by our unique list performance chart (percent of records completed, rescheduled, and remaining during each attempt).



REDUCE RISK AND STAY COMPLIANT

Safe hours calling windows have time zone data coming from both the area code and postal code of the record.

National and state calling hours are observed.

Both list field data and call recordings can be encrypted.

Multiple Do-Not-Call lists can be assigned to multiple campaigns. Lists can be updated with a disposition on a call by the agent or RPC/IVR scenario; the change is immediately reflected in all related campaigns.

Dialing mode can be restricted to preview-only (for tenant account at the provider level).

We provide a TCPA (Telephone Consumer Protection Act)-tailored RPC scenario template out of the box.

We provide automatic consent expiration based on either list import date or per-record consent date.



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