ContactQ

Dialler

Contact Q Dialler is an option with Contact Q which allows for great efficiencies to be made where businesses needs to make a lot of outbound calls in an organized and monitored way.

Hosted on Or- Premise system options including fully managed software as a service available, to work

Blended Calls Agents are automatically presented with the next inbound contact or outbound call according to the rules and priorities set, and according to their assigned skill-sets

Campaigns:- lists of numbers are uploaded in to Contact Q and calls are automatically dialed on be-half of Agents. Campaign rules are created via the "call flow" to manage when calls are initiated and what should happen in the event of reaching a busy or engaged number, or by selection of a specific call outcome by an Agent, with the creation of "Retry policies"

Callbacks can also be organized at scheduled times, managed by the dialer.Emergency Alerts allow notifications to be sent to entire lists to provide Staff Broadcasts and Critical Updates—ensuring teams are kept up to date. Delivery is monitored and reported upon

Agentless dialing allows for messages to be delivered, and options can be set up to allow recipients to opt to speak to an Agent after hearing a message.

Preview and Progressive Options automatically dial when an Agent is ready, either after a pre-set time or when the agent has read i.e. previewed any notes.

Do Not Call Lists can be referenced to avoid duplication and maintain compliance, ensuring calls are only made where a criteria is met

Historic and Live Reporting and dashboards with dozens of pre- configured campaign reports

Campaign Outcomes Agents can set both a campaign specific Wrap-up code and a secondary Wrap up code and used for analysis

Text to Speech Plug-in Allows for written text to be converted in to speech files for use as outgoing messaging

Benefits of Contact Q Dialler

- Increase productivity by up to 300%
- Distributed teams and homeworkers are supported and managed , from 10—100s of Agents
- Fantastic Return on Investment through increased contact rates
- Eliminate time wasted by Agent's selection of calls from list
- Allow call outcomes to be documented and reported on
- Automatically hang up busy /Engaged numbers and reschedule for redialing
- Apply rules to manage scheduling of redialed calls
- Manage Call Back appointments
- Increased SLA performance with low investment

Consider that with an average salary of £17000, and a conservative performance increase of just 30% with Contact Q Dialer, a business with 10 Agents saves 51,000 per annum providing a pay-
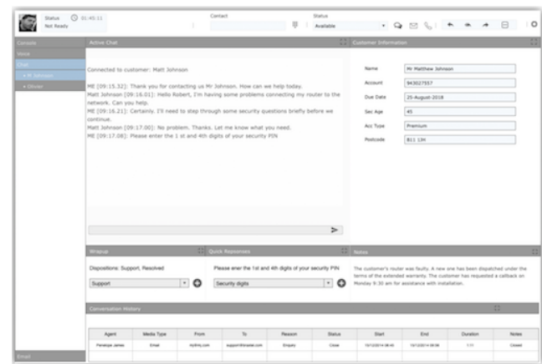
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Who uses Diallers

All types of organizations small and large can benefit from using dialer technology:-

- Service Industries with remote field staff
- Sales departments and customer services
- Advertising and marketing agencies
- Market research
- Debt management
- Charities and fund-raising
- Insurance and Banking
- Government and utilities

Why ContactQ Dialler

Blend inbound and outbound activity

Fully Integrated within the Contact Q suite managing with full historical and live reporting across all activities

Improve call handling – caller details shown to advisors prior to answering improve service

Ease of use – The simple browser interface allows administrators to manage their environment by making changes live and as needed

All or selected Calls Recorded

Historical reporting and recording of Self Service , Chats and Phone calls for Training and Monitoring with 100s of live and real time reports

Administration Console

areynolds
Administrator

Logout

Domain
Gateways
User Accounts
User Profiles
Queues
Campaigns
IVR
Labels
Contact Maps
Route Plans
Time Plans
Downloads
Dashboard
Flow Designer

Agent Monitor | Agent Sessions | Queue Monitor | Campaign Monitor | IVR Monitor

Campaign Information

Found 3 records.

Campaign	Total	Agents	App	Getting Agent	Alerting	Acquired	Dialing	Connected	Answered	Diverted	Live	Busy	Timeout	Error
Automotive Agentless	0	0	0	0	0	0	0	0	0	0	0	0	0	0
GreenLife Preview	0	0	1	0	0	0	0	0	0	0	0	0	0	0
National Fuels Progressive	0	0	0	0	0	0	0	0	0	0	0	0	0	0