**contel**
Convergence Technologies

# InterDialog

**Dialer**

Optimize Performance by Enhancing Sales

**Teckinfo** ®

Blending Technology, Knowledge and Information

## Predictive dialing features:

Dials multiple programs simultaneously

Individual pacing control per campaign

Answering machine detection sensitivity control

Option to leave messages on answering machines automatically

Dials multiple lists with priority

Query builder for easy manipulation of leads

Blend lists/queries by time zone

Simultaneous operations of Progressive Dialing & Auto Dialing



## InterDialog Dialer

InterDialog Dialer is an automated, predictive, progressive, preview dialer that helps enhance customer interaction, improve productivity of agents and bring overall efficiency in the center. It automates routine tasks giving Contact Center managers dynamic, real-time control over operations. InterDialog Dialer used along with the comprehensive InterDialog CRM for Telemarketing and Outbound Sales, Collections and customer support give your center the edge over the others.

## Predictive Dialer

InterDialog Predictive Dialer is based on a sophisticated dialing algorithm to maximize contactability and contact center productivity. Far superior to other methods, this pacing algorithm keeps a steady stream of calls flowing to your agents. The system simultaneously reduces dropped calls (those contacts occurring when there is no agent available to take them) and reduces idle time (unproductive time spent while agents are waiting for a call).

True predictive dialing is based on a system's ability to accurately predict both the answer rate of dialed calls and the availability of agents to handle the call attempts that are answered. The dialer uses multiple factors in each individual dialing decision, and frequently re-evaluates each decision prior to dialing. Some of the criteria used when evaluating each dialing decision include: contact ratio, average talk time, agents waiting for calls, agents in calls, after call work, recent history of attempts, number of connections, connected call duration, and the number of available agents. The calculation for each decision uses this real-time data and a user-defined multiplier (pacing ratio) to determine whether or not to initiate a new call. This process is continuous and exclusive for each campaign.

This offers a blended leads feature that allows the dialer to call multiple lists simultaneously, ensuring maximum penetration of each campaign.

With self-pacing, the dialer does not need constant supervision. The dialer determines when the next call should be placed, by utilizing real-time statistics. The ability to control time zones allows for greater control and increased performance.

## InterDialog Predictive Dialer Call Progress Analysis Removes

No Answers
Answering Machines (can automatically leave messages)
Busy Signals
Fax Machines/Modems
No Dial Tone

## Benefits

**Compliance with Do Not Call Regulation** InterDialog Predictive Dialer rejects DNC numbers

**Manifold increase in Agent productivity** : The system predicts when agents will finish the current call, and the system will dial out another phone line while agents are still talking to customers. The phone call is passed to an agent instantly after a customer picks up the phone. The dialer filters disconnected phone numbers, or fax machines and passes only live calls

**Saving management time** : The program maintains do not call lists, organizes data like sales, leads, call-backs etc. This can help agents to decide which time of day works best to call, finding the best lead etc.

**Unlimited Simultaneous Campaigns** : You can run multiple campaigns on the same dialer. Assign agents to a campaign.

**Campaign wise dialing mode** (Predictive/Progressive/Preview) Using InterDialog Dialer you can select the dialing mode that best suites the campaign.

**Power Lead Manager** : InterDialog comes with a very power and feature rich lead manager.

**Investment Protection** : InterDialog Dialers can work with any Telephony platform. Whether it's IP on Asterix PBX or any other TDM based PBX, we have a solution that can work with all.

**Real-time feedback** : InterDialog Predictive Dialer's Real-time view managers can monitor and maintain optimum performance and productivity by viewing statistics real-time. The real-time displays give information about inbound queues, current status and statistics, dialer statistics, and lead list performance. It helps to identify agents who have exceeded preset goals, monitor and train an agent for immediate corrective action and feedback.

**Return of Investment** Most companies experience ROI within six to twelve months.

## About Us :

Incorporated in 1995, Teckinfo Solutions Pvt. Ltd. has been a leading solution provider in Converged Voice and Data Solutions. Teckinfo's rich experience and domain knowledge helps it to develop and deliver Call/Contact Center, CRM, Helpdesk and other Unified Communication products and solutions. Our Products and Solutions are highly scalable and flexible, thus empowering organizations to engage their customers and enhance their experience.

## Our Other Products:

**InterDialog** ccs
Contact Center Suite — End to End Call/Contact Center Solution

**InterDialog** AOD — Automated Voice Blasting Solution

**InterDialog** S
Supervisor — Real Time Monitoring & Reporting Software

**IVR** EDGE
Interactive Voice Response System — High Volume IVR System

**NINOX+**
UNIFIED VIEW & RETRIEVAL FOR RECORDED FILES — Unified View & Retrieval for Recorded Files

**ViaSMS**
In-Touch. In-Time. — SMS based Alert & Query System

**Galaxy**
Simplifying Customer Interaction — Help Desk Software

Along with our powerful and robust products we have CIMs and CRM for multiple verticals backed by strong domain knowledge that help customers derive the best out of our products and solutions.

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