

Brief Overview

Inbound contact handling with full-featured campaign-based and blended outbound offering.

Key Features

- Increased agent productivity through predictive dialing
- Inbound service is protected through automatic SLA based outbound-to-inbound and inbound-to-outbound agent blending
- Great dialing performance while maintaining compliance with government regulations
- Predictive, progressive, preview, and agentless dialing accomplishes the business objectives of each campaign
- Each campaign is uniquely customized through full-featured campaign management
- Edit active calling lists by using Intelligent Call Suppression to ensure you are calling the most current available records

inContact Dialer

Keep Agents Working on the Most Profitable Activities

The inContact Dialer combines state-of-the art inbound contact handling with full-featured campaign-based outbound dialing to maximize agent productivity. At the heart of the inContact Dialer is a highly sophisticated simulation-based dialing engine that determines the optimal balance between wait times and abandoned calls.

Full SLA Based Inbound/Outbound Blending

A unified agent experience, supported by automated outbound-to-inbound blending as well as inbound-to-outbound, keeps agents productive and engaged in the most profitable call center activities.

- As inbound queue lengths grow, agents are automatically moved from dialing to handle the call overflow.
- As the inbound queue meets service level goals, agents are slowly released back to dialing.
- Agents only need to log into one site to handle any contact type: outbound calls, inbound calls, emails and chats.
- Unified billing, agent seat pricing and ports ensure that the entire contact center enjoys optimal cost with a pay-as-you go billing model.

Compliance

Performance under compliance is a core principle for inContact. Unlike most vendors who have attempted to “throw in” regulatory compliance as an afterthought, the inContact Dialer is purpose-built to drive optimal performance within strict dialing regulations.

- Predictive dialing performance gains come within compliance, not by abusing a list or creating nuisance calls.
- No need for supervisors to micromanage a campaign in search of better performance.
- Customers are never bothered with high levels of non-productive nuisance calls.

Benefits

- Increased talk time leads to more productive agents
- Simplified list and campaign management frees up management to focus on keeping agents effective, not just busy
- Regulatory compliance

Intelligent Call Suppression

An additional benefit of the inContact dialer is Intelligent Call Suppression, which enables users to edit dialing lists uploaded for calling. The feature uniquely provides real-time dialing list adjustments based on customer actions, such as Do-Not-Call requests or payment actions taken, avoiding unnecessary and unwelcome dials. Instead, this new feature reviews the number being queued up for dialing to see if it is located in the suppression database. If the record is found in the suppression database, the call is dispositioned as being suppressed and the dialer moves on to the next record. For instance, this type of functionality would initiate a contact to be added to a suppression list when they have called to make a payment, withholding any outbound collection call contacts from being made on the account.

Methods & Features

Dialing Methods	
Predictive Dialing	Maximizes agent productivity by placing multiple calls per agent. The pace of dialing is carefully balanced by continually considering the number of agents, characteristics of the list, legal regulations.
Progressive Dialing	Offers great agent productivity without the risk of abandoning. Particularly good for business-to-business campaigns.
Preview Dialer	Combines automated dialing benefits with the chance for agent to preview contact information before accepting or declining the call.
Message Lay-Down	Agentless campaigns dial contacts and leave automated messages. Use with or without the option to transfer to a live agent.
Features	
Outbound-to-Inbound Blending	When inbound queue waits grow beyond the SLA, the dialer begins to dismiss agents to handle the ACD overflow. Or if necessary, provides the customer with the ability to suspend the SLA based blending and administer agent movement directly from the call script flow.
Inbound-to-Outbound Blending	When inbound queue eases to meet the SLA, the system slowly releases inbound agents with highest outbound proficiency to handle outbound calls.
Multi-Number Dialing	Configure up to 10 phone numbers for each contact and define custom retry options for each number.
Unified Agent Experience	Agents log into a single website for both dialer and ACD contacts.
List Management	Easy import, management, and export of list files.
User-Defined Lead Filtering	Limit dialing to leads that fit a specified criteria. Adjust filters on the fly.
Custom Dispositions	Define dispositions per campaign based on the objectives of the project. This information will also be available on the Disposition Report.
Abandonment Rate Throttling	Campaign pacing is simple and effective. There is no need to manually adjust dialer pacing to improve agent productivity. Just set the target abandonment rate and the dialer will maximize agent productivity.
Native Support for At-Home Agents	Agents just need a computer, a telephone, and Internet access.
DNC List Management	Provides the customer a utility for uploading DNC list changes without requiring the assistance of Professional Services.
Agent Scripting	Provides the capability to guide your agent through the conversation on a call. Ability to define logical branching decisions and display fields, choice lists, buttons to gather information and guide the agent through the call progress. Use field validation capabilities on data being collected to ensure complete and valid entries.