Streamline outbound calling

Call handlers will spend more time talking and less time dialling with the icall suite progressive and predictive diallers. icall suite feature-rich automated diallers are easy to use, easy to set up and present significant benefits to both the business and the call handler.

Predictive vs progressive

Predictive dialling is most effective in campaigns that are fairly straightforward, such as commodity product sales. A predictive dialler connects to 'live' callers as soon as an agent completes the previous transaction. The dialling rate is controlled and automatically adjusted to maintain a contact rate that is synchronised with operator availability predictions. This method of dialling results in a small percentage of 'abandoned' or 'silent' calls; where
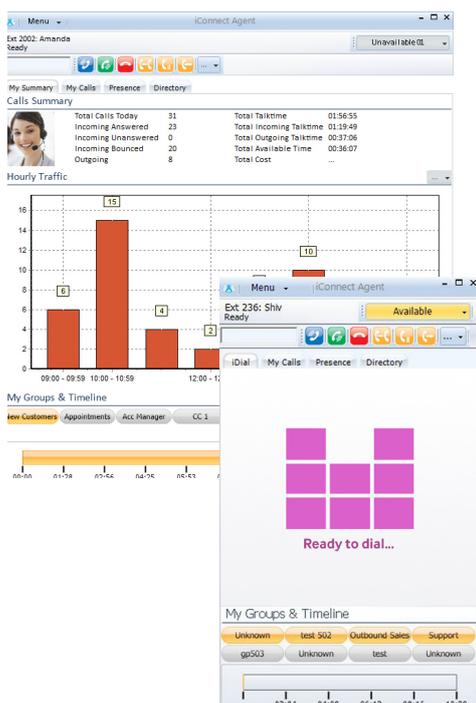
customers receive calls when no agent is actually available. Progressive dialling eliminates silent calls in line with the recent 2011 Ofcom industry dialling regulations but still delivers productivity. Once an agent has indicated that they are ready for a call, information about the next call is presented to them and the number is dialled immediately. Calls that do not 'ring' are automatically and immediately disconnected, whilst 'no answers' are disconnected after a pre-defined number of seconds.

Why use automated dialling?

Automated dialling saves time and increases productivity. Call handlers can:
- Handle more calls.
- Receive call information when needed, rather than looking up the next call.
- Remove time taken waiting for an answer.
- Avoid manual dialling errors.
- Avoid missed call backs.

Diallers benefit both managers and agents, contributing to job satisfaction.

MINIMUM SYSTEM REQUIREMENTS

Dedicated dual core PC running 3.0GHz or faster

Windows XP / 7 / 8 Professional, Vista Business, Server 2008

4GB RAM, 2GB hard disk free space (single partition)

Features overview

Fully automated dialling	✓
Progressive dialling (indication that agent is ready)	✓
Predictive dialling (prediction that agent will be ready)	✓
Easy to set up and change calling patterns	✓
Inbound and outbound call blending	✓
Unlimited number of queues and campaigns	✓
Split a campaign between any number of agents	✓
Customise dialling by controlling wrap up codes / wrap up times / max. ring time / retry count / delay between retries (predictive dialling)	✓
Schedule call back times to avoid missed calls. Schedule date/time as well as agent.	✓
Automatic and manually scheduled call-backs	✓
Import user-defined fields to contacts, made available during a call	✓
Support up to 3 numbers per contact	✓
Agent can pause a campaign at any time / continue	✓
Wallboard of active campaigns with agent status and campaign statistics	✓
Comprehensive management reporting to show results	✓
Scalable (only limited by your PBX)	✓
Ability to export data to external reporting tools	✓
Import data from CSV or SQL databases	✓
Merge data and manage duplicates	✓
Connect directly to a SQL database	✓*
Fully integrated with all icall suite modules	✓

Please note: Connect CTI server license (5 users included) and iPECS TAPI license required.

* Requires professional services