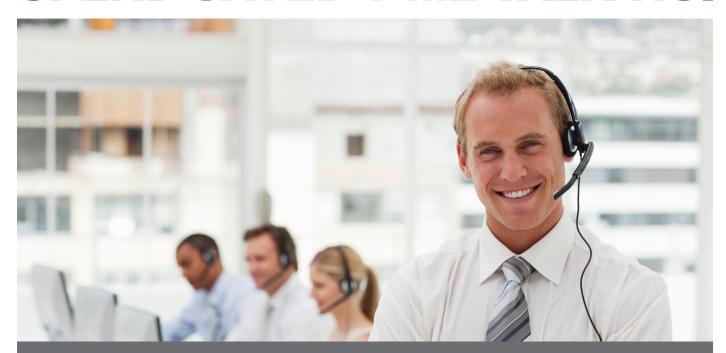# NO MORE DIALING.
SPEND SAVED TIME TALKING.

Driving successful outbound campaign activities demands the integration of market-leading outbound dialer technology. Our Outbound Dialer tool allows you to guide your leads efficiently.

Poltys Outbound Dialer Pro is powerful calling solution that dials the Customer phone number and transfers him/ her to a predefined ICD group in order to connect to an Agent as soon as possible.

The dialing decision is based on the availability the ICD group members. The calling list is shared between all ICD group members defined in the system. The call is initiated if a predefined threshold is greater than the number of calls waiting in the queue. A pop-up screen displays when the customer is connected to the Agent that allows modifying Customer related fields during the conversation.

Benefits

- Significantly improve contact center productivity, agents spending more time talking than dialing
- Provide manager with real-time feedback that allows monitoring and maintaining optimum performance and productivity
- Enhance customer service and increases customer satisfaction
- Increase live contacts and contact ratios
- Speed up response times
- Increase Agent productivity

Poltys Inc.
Unified Communications Solutions

Poltys Outbound Dialer: The Precise Tool to Improve the Contact Center Productivity

No More Delays and Headaches

Since Contact Centers want to increase the productivity per Agent they have employed, they monitor the time which is spent by an Agent to talk to a prospective Customer. So, when the Agents are provided with a database and asked to call to various prospects, it is noticed that the effective time spent in talking to the customers is very low as many calls are not picked up, answered by fax machines, busy etc. Therefore, the Agents spend more time dialing numbers than actually talking.

That is why many outbound call centers employ dialers that automatically dials the phone numbers on behalf of the agents, to increase their efficiency.

Driving successful telemarketing and telesales activities demands the integration of market-leading outbound dialer technology. Our outbound dialer solution allows you to guide your leads through our active loader. Once your agents log on, they can immediately begin connecting with customers by answering their calls. Our solution ensures eliminating the delays, headaches, and costs.

Blending Calls Efficiently

Call blending gives the ability to deliver both inbound and outbound calls seamlessly to the Agent, regulating outbound call volume based on inbound traffic.

When inbound traffic is low, outbound calls are automatically generated for a specified campaign. When inbound traffic picks up, the dialer dynamically slows the number of outgoing calls to meet the inbound service level. The outcome includes increased agent productivity, streamlined staffing, and improved customer service.

Applications

- Collections
- Patient Check-Up
- Lead Generating
- Telemarketing
- Surveys
- Election polling

- Smart Polling
- Fundraising Get Out The Vote campaigns
- Anytime when you need to get in touch with your Customers efficiently

Effective Answering and Fax Machines Detection

Contact Centers no longer need to waste time on answering machines or facsimile devices while outbound calling.

Immediate detection ensures the dialer moves on to the next number.volume telephony traffic.

Poltys Solution

Poltys provides two flavors of outbound dialing that fulfill the needs of modern Contact Centers:

- Outbound Dialer

- Outbound Dialer Pro

Both products work standalone. Outbound Dialer can act as add-on to CCAgent or CRM Link product.

Key Features

- Centralized or Agent-based customer database with optional specific schedule for each destination recipient

- Multiple outbound campaigns can be simultaneously conducted

- Dial the customers phone numbers one by one as soon as the Agent becomes idle (CTI version) or the number of calls in the predefined ICD group queue is less or equal than a predefined threshold (Pro version)

- Answering machines or facsimile devices detection (Pro version)

- Busy or no answer numbers are retried

- Import contact lists to be called from CSV files

- Agents are presented with pop-up screen that displays customized information

- Multilanguage TTS support

- High scalability