



Outbound Dialer

► Overview

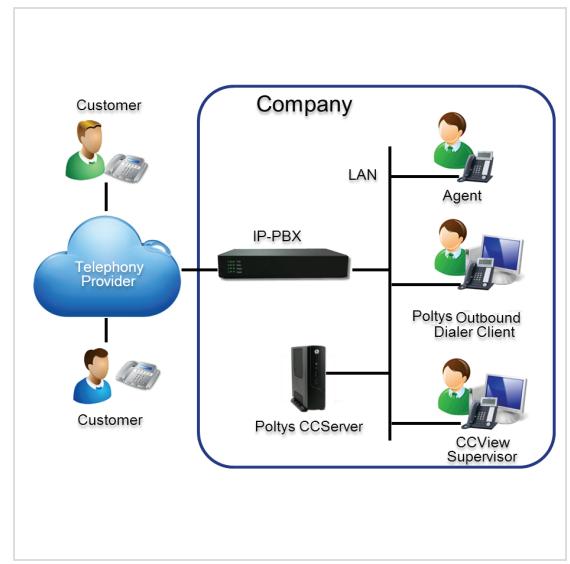
Polty's provides a cost-effective CTI solution that makes outbound calls based on predefined calling list using the Agent phone terminal. As soon as the Agent become idle, Polty's Outbound Dialer proceeds with placing calls according to the predefined list.

The calling list can be either assigned to an Agent or shared between multiple Agents.

Outbound Dialer works standalone or Add-on to CCAgent or CRM Link products.

► Key Features

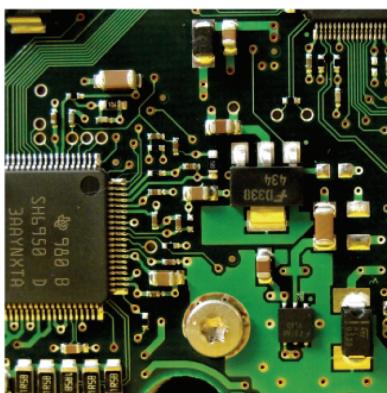
- Centralized or Agent-based customer database with optional specific schedule for each destination recipient
- Multiple outbound campaigns can be simultaneously conducted
- Dial the customers phone numbers one by one as soon as the Agent becomes idle
- Busy or no answer numbers are retried
- Import contact lists to be called from CSV files
- Agents are presented with pop-up screen that displays customized information
- Multilanguage TTS support
- High scalability



Benefits

- Significantly improve contact center productivity, agents spending more time talking than dialing
- Enhance customer service and increases customer satisfaction
- Speed up response times
- Increase productivity and reduces costs

System Requirements



- KX-TDE, NCP, KX-NS PBX Series
- CCAgent and CTI Outbound Dialer Client Host
 - Intel® Core™ 2 Quad at 2.83 GHz faster, 2 GB RAM, 100BaseT NIC
 - Microsoft Windows XP Professional SP3, Microsoft Windows Vista Business (UAC disabled), Microsoft Windows 7 Professional (UAC disabled), Microsoft Windows 8 (UAC disabled)