

Outbound Dialer Pro



Polty's Inc.
Unified Communications Solutions

► Overview

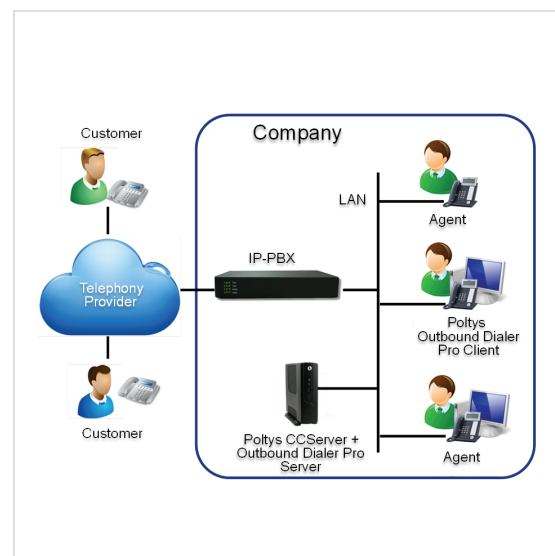
Polty's **Outbound Dialer Pro** is the most powerful calling solution that dials the Customer phone number and transfers him/ her to a predefined ICD group in order to connect to an Agent as soon as possible. The dialing decision is based on the availability the ICD group members. The calling list is shared between all ICD group members defined in the system.

The threshold that triggers the outgoing call is based on the number of calls existing in the predefined ICD group. The call is initiated if that 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.

► Key Features

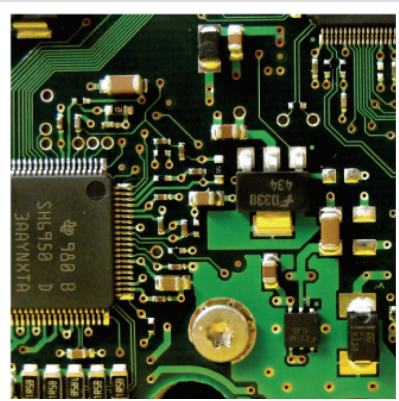
- SIP-based IVR solution with predefined outbound calling script
- Centralized customer database for all Agents in the Call Center with optional specific schedule for each destination recipient
- Multiple outbound campaigns can be simultaneously conducted
- Call the customers one by one as soon as the number of calls in the predefined Agents group queue is less or equal than a predefined threshold
- Import contact lists to be called from CSV files
- The outbound dialer eliminates the customer search and dial time that the agent normally does
- 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
- CCServer and Outbound Dialer Pro Server Host
 - Intel® Core™ i5-750 at 2.66 GHz or faster, 3 GB RAM, 100 GB free HDD space, 100BaseT NIC
 - Microsoft Windows Server 2008 R2 SP1, Windows Server 2012, Windows 7, Windows 8, Windows 10
- Outbound Dialer Pro Client Host
 - Intel® Core™ 2 Quad at 2.83 GHz faster, 2 GB RAM, 100BaseT NIC
 - Microsoft Windows XP Professional SP3, Windows Vista, Windows 7, Windows 8, Windows 10