



DATASHEET

Dialer

Dialer

The GoContact Dialer provides several contact methods in line with the business needs.

The GoContact provides dashboards that allow monitoring the dialer activity as well as intuitive parameterization interfaces, allowing the operational management to act in due time and in line with the business needs.

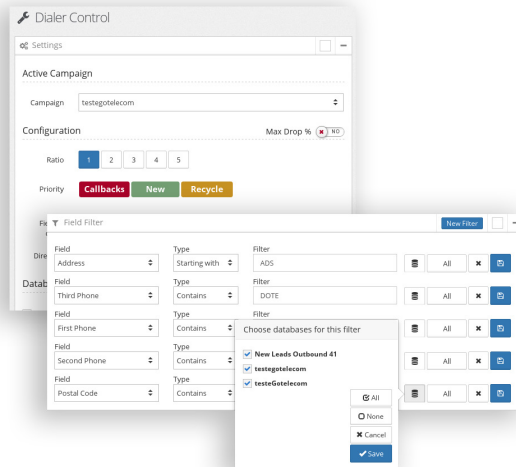
Power Preview

Contact mode applied to campaigns that involve pre-visualization of a contact, allowing a preliminary analysis before making the call. It is usually applied to contacts that are more complex.

The GoContact platform allows these kind of contacts. However, it ensures that dialling is not manual as there was a prior loading of a database, which will assist the operation.

This type of dialling is also associated with contacts deriving from press to call back of inbound lines or from agents' personal scheduling.

After the pre-visualization/study of the contact, a single click shall allow the agent to start dialling.



Power Dial

Method of contact that aims at the maximum optimization of resources and customer contact. It decreases the time between calls and assures that agents always receive answered calls.

Typically, this algorithm is used for telemarketing/sales outbound campaigns or other contact mass campaigns.

In the dialer's configuration interface, it is also possible to:

- Sort and order the loaded databases
- Filter any fields of the loaded databases
- Set priorities between the loaded databases
- Assign contact priorities (new contacts, personal schedules and system schedules)

In the platform, the available intuitive interface allows managing the intensity of the dialer.

Manual Dial

Contact mode applied to occasional calls in which there is not a database loading. In these cases, the employee will enter the number to which he wants to make the call and after having the contact in preview mode, the employee can make the respective call.

Predictive Dialer

The GoContact Predictive Dialer automates and significantly improves the Outbound processes



contact

a broadvoice Company

www.gocontact.com