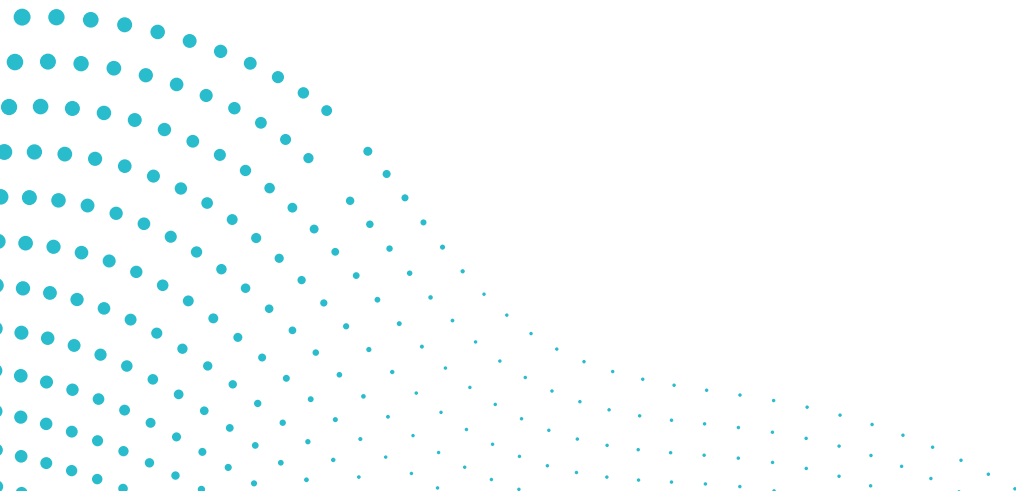


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DATASHEET

DIALER

Go contact



Dialer

The GoContact Dialer provides several contact methods to streamline business needs.

The GoContact platform provides dashboards that allow a user to monitor dialer activity as well as intuitive parameterization interfaces that enable real-time operational management at the speed of business needs.

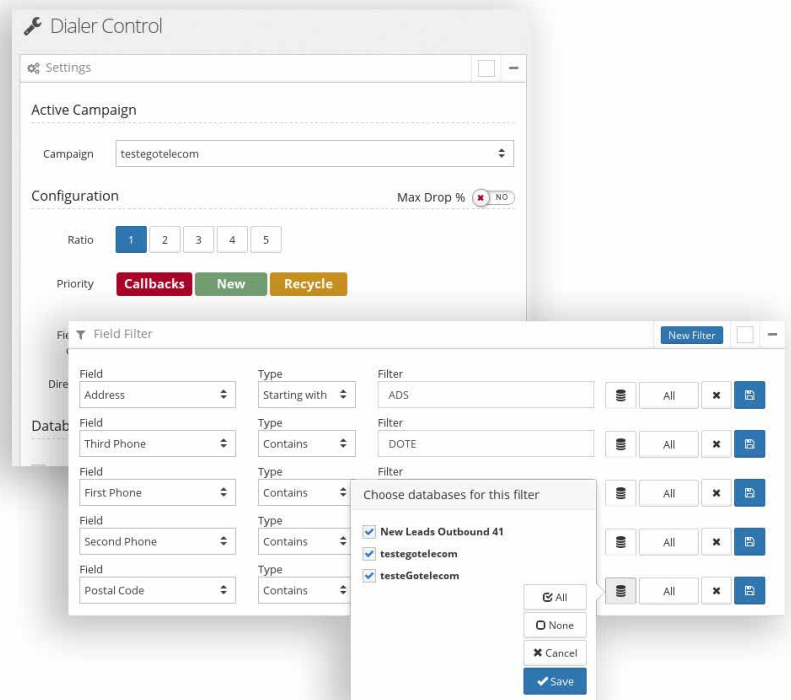
Power Preview

This contact mode is used for campaigns that involve pre-visualization of a contact for a preliminary analysis before making the call. It is usually applied to more complex contacts.

The GoContact platform is designed for dynamic contact management. In terms of operations, a user can load the database in advance to avoid the tedious task of manual dialing.

Furthermore, this type of dialing is helpful in managing contacts from the “press to call back” feature of inbound lines or from agents’ personal scheduling.

After the pre-visualization/study of the contact, a single click allows the agent to start dialing.





Power Dial

The Power Dial mode optimizes contact center resources and customer contact by decreasing the time between calls and ensuring that agents consistently answer calls.

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

In this dialer configuration interface, it is possible to:

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

In the platform, the intuitive interface allows the user to manage the intensity of the dialer.

Manual Dial

Manual Dial is a contact mode that is occasionally applied to calls that are made without prior database loading. In these cases, the employee will manually enter the number with the contact in preview mode.

Predictive Dialer

The Predictive Dialer significantly improves the outbound call process with automation.



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