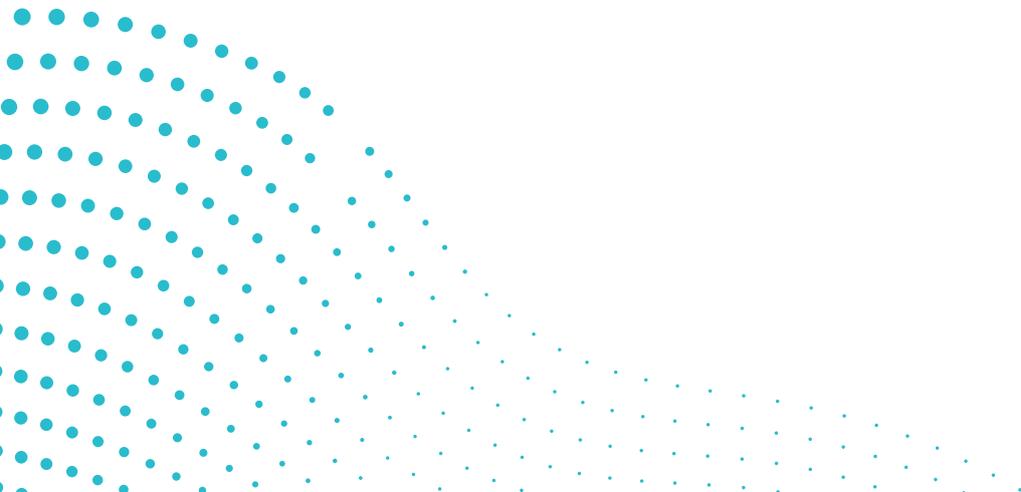


**broadvoice**

**DATASHEET**

**DIALER**



# Dialer

## The Broadvoice CCaaS Dialer provides several contact methods to streamline business needs.

The Broadvoice CCaaS platform provides dashboards that allow users to monitor dialer activity and intuitive parameterization interfaces that enable real-time operational management.

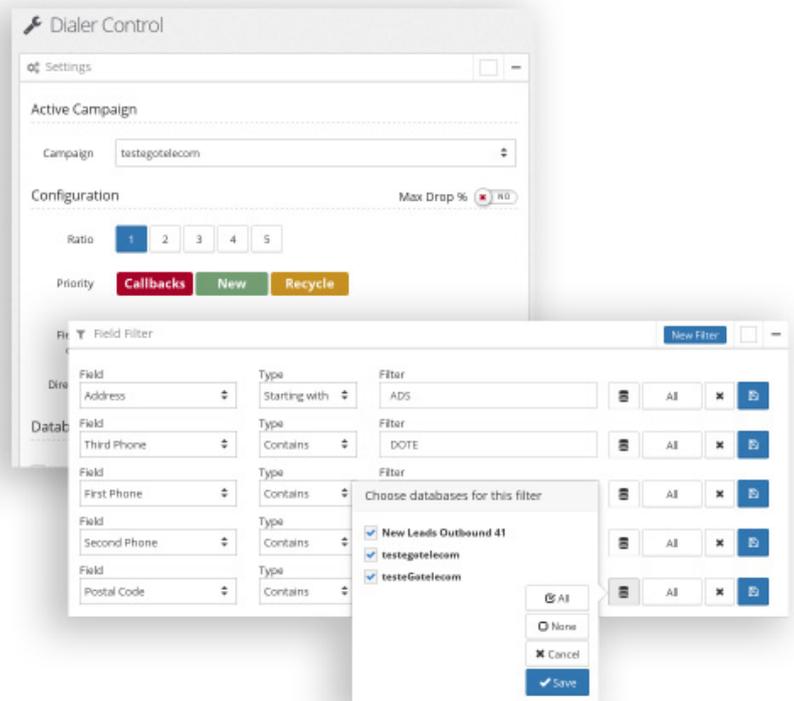
### Power Preview

This contact mode is used for campaigns that involve contacts that need to be pre-visualized before making the call. It is usually applied to more complex contacts.

The Broadvoice CCaaS platform is designed for dynamic contact management. In terms of operations, users can load the database in advance to avoid manual dialing.

This type of dialing helps manage contacts from the “press to call back” feature of inbound lines or from agents’ personal scheduling.

After pre-visualizing the contact, agents can start dialing with a single click.





## **Power Dial**

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

This algorithm is typically used for outbound telemarketing/sales campaigns or other mass campaigns.

In this dialer 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)

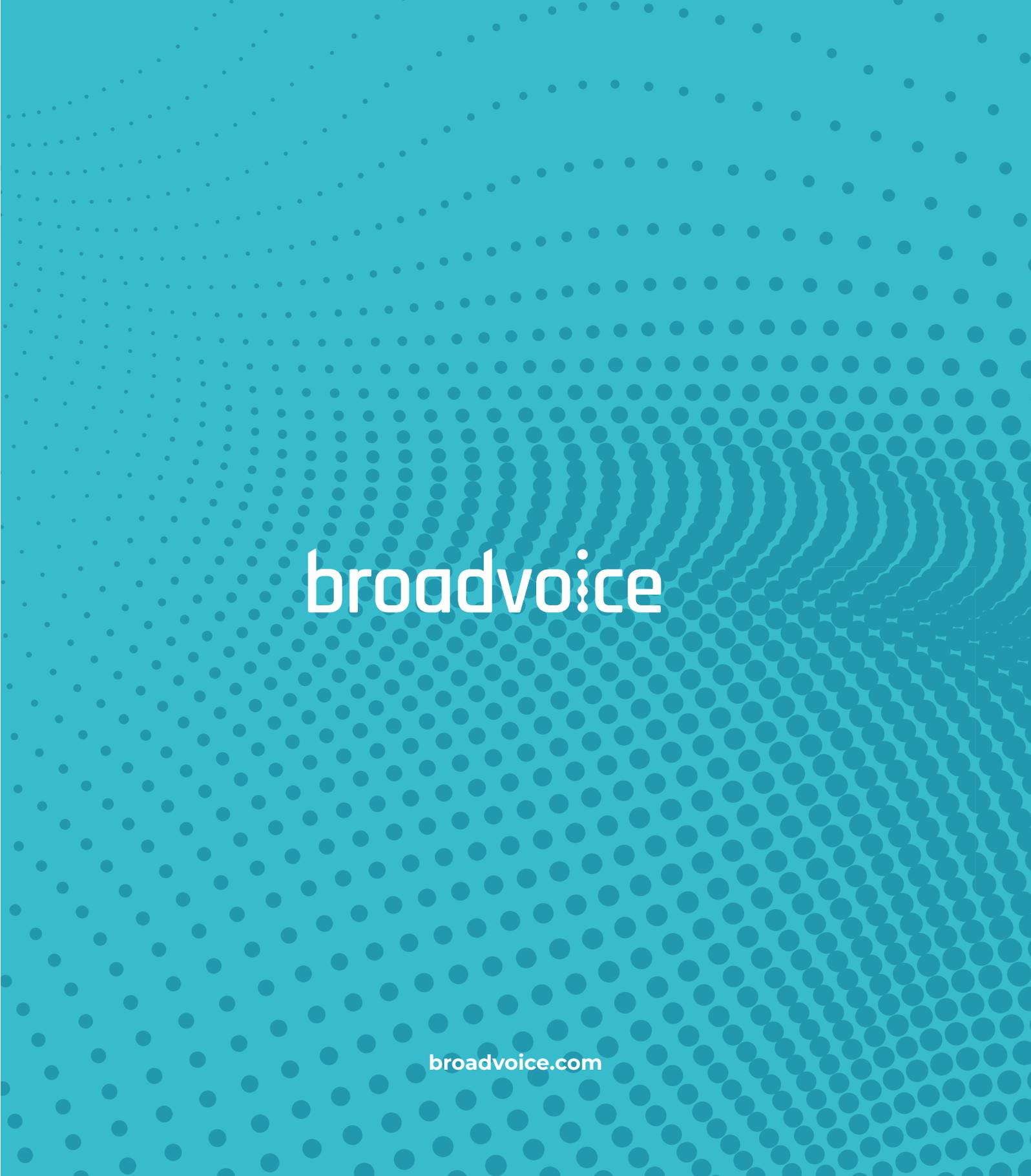
In the platform, the intuitive interface allows users to manage the intensity of the dialer.

## **Manual Dial**

Manual Dial is occasionally applied to calls made without prior database loading. In these cases, employees 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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