

Interaction Dialer® 4.0

Teleservices, collections, telemarketing and fundraising

Proactive outbound dialing campaigns can help increase revenue, retain customers, and reduce expenses. Interaction Dialer's patented predictive algorithm keeps agent productivity high and idle time low – while multichannel capabilities bring these same efficiencies to email, SMS, and more!

Meet business needs

For single, targeted dialing outreach, or a continual series of multichannel outbound campaigns, Customer Interaction Center's™ (CIC) Interaction Dialer® solution allows you to create campaigns of every kind without adding predictive dialer hardware.

Interaction Dialer capabilities

Interaction Dialer supports proactive customer calling campaigns with preview, power, predictive, and precise modes.

Call analysis

Detect what action takes place once an outbound call has been made – ring/no answer, busy signal, fax tone, answering machine, and live answer. Distinguish between temporary and permanent SIT/tri-tones – where permanent tones are removed from the database, while temporary tones are slated for callback.

The result? Your agents receive only those calls that reach the targeted party.

Multi-campaign dialing

Run multiple campaigns against a workgroup, and assign priorities to determine the volume of calls placed from each active campaign.

Goal-oriented outbound campaigns

Target distinct customer groups at specific times of the day or week using patented, skills-based dialing for goal-oriented, outbound campaigns. As agents are logged onto multiple campaigns, overall productivity dramatically increases with ease of administration for even the most complex tasks.

Make the most of your agents

Rely on Interaction Dialer to do more than automate dialing. Use the advanced, predictive algorithm to forecast when agents will become available.

The patented algorithm uses real-time statistics to estimate when each agent will finish a current call and adjusts dynamically if any factors change. The system queues and places multiple outbound calls while agents are busy to ensure a targeted party answers the moment an agent becomes available.

Additional features that improve agent utilization

Call blending combines outbound and inbound call activities when paired with the ACD capabilities of CIC.

Skills-based dialing labels each agent's abilities, skill sets, and proficiency. As campaigns run, a patented formula determines the skill needed for a particular outbound call and determines if an agent with the needed skills will be available.

Agent reports provide supervisors with real-time information they can use to identify agents performing outside their target range and take necessary action.

The result? High agent utilization, fewer abandons, a better customer experience, and *agent productivity that can approach 100% utilization.*

Go agentless with IVR, email, SMS and more

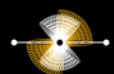
If your proactive customer outreach includes more than just a voice call, Interaction Dialer allows you to define versatile communication campaigns that send an email or a fax, send an SMS message, or route a live caller to an IVR script.

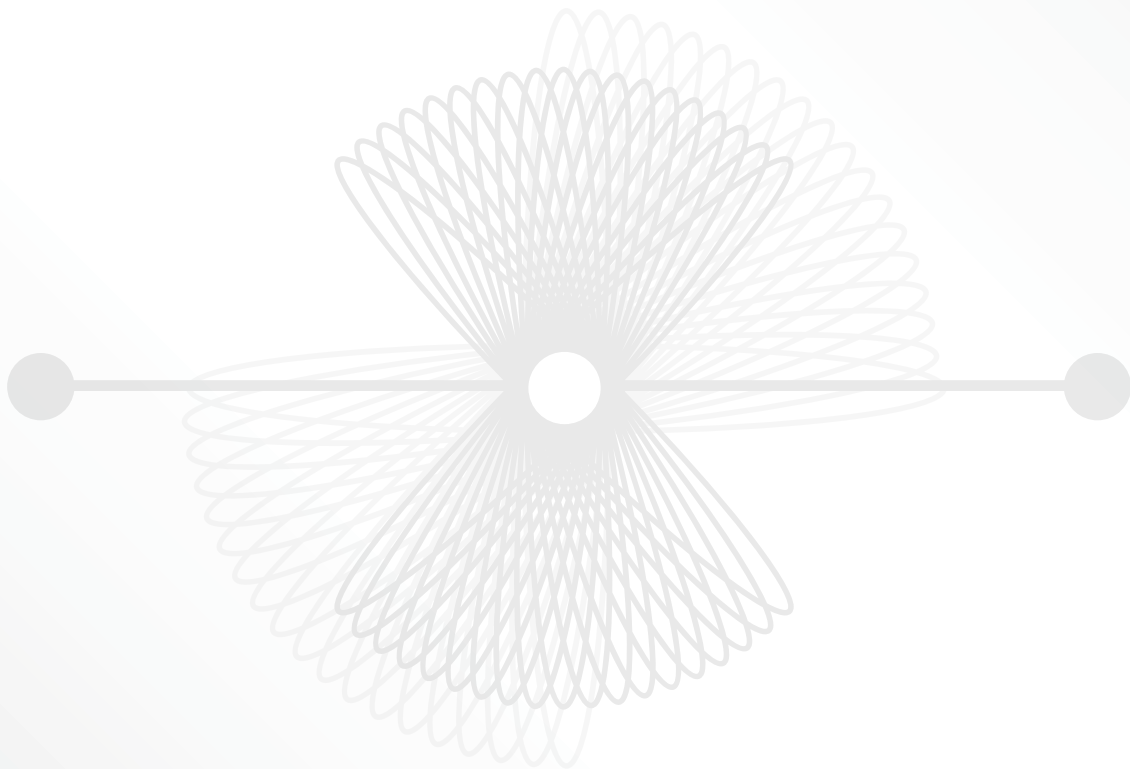
Don't forget about compliance

Interaction Dialer offers solutions to address the variety of rules and regulations pertaining to outbound outreach – regardless of industry.

Do Not Call (DNC) – Includes just-in-time state and national DNC scrubbing, where numbers can be checked against a third-party database prior to dialing.

Federal Trade Commission (FTC) – Supports FTC safe harbor call logging, caller ID, and minimum connect times.





INTERACTIVE INTELLIGENCE®

Interactive Intelligence is a global provider of contact center, unified communications, and business process automation software and services designed to improve the customer experience. The company's unified IP communications solutions, which can be deployed via the cloud or on-premises, are in use by more than 6,000 organizations worldwide.

At Interactive Intelligence, it's what we do.

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