



Dialler

Improve your agents' productivity and make sure all prospects are contacted in a professional manner.

A dialler is network (cloud) based software that automatically dials your target consumers to maximise your agent's productivity. Connecting the agent before the target answers, ensures there are no 'silent calls' to comply with legislation.

Through the easy to use portal, the agent has full access to the software for the uploading of the target telephone numbers and controlling their work flow. They can log on/off, control their own 'wrap up' time and schedule 'call backs'.

Through the web portal there is a dashboard showing key indicators, along with other screens showing; current status, previously dialled numbers and pending calls.

Calls can be retried at various intervals and calls can also be made by free dialling or from the address book.

Ring backs can be scheduled in the calendar for specific days, am/pm, and within a 15 minute time slots.

Call outcomes are recorded for future planning and bespoke options are available.

Key Benefits:

- Improve Productivity
- Contact All Prospects
- No 'Silent Calls'
- Schedule Ring Backs
- Agent Controlled Wrap Up
- Call Outcome Record
- Stand Alone