

Solution Brief

Predictive Dialer

Calling campaigns are easily managed with the power of the predictive dialer. Connect First allows the cloud contact center to streamline operations regardless of industry. The Connect First Predictive Dialer is available as a stand-alone module, or a fully blended application, providing the power of the true predictive algorithm and real-time statistical data for optimal campaign utilization. Companies can fill sales pipelines, pitch a product, fundraise or even lead grass-roots movements with Connect First's award-winning cloud predictive dialer.



Key Features:

VOIP-BASED ARCHITECTURE

All calls are sent over the data line significantly reducing local and long distant calling and reducing cost.

ADVANCED SCRIPTING

CAPABILITIES

Call scripts can easily be customized to the needs of the company, campaign or client.

CALL BLENDING

Predictive capabilities are easily managed in a blended environment.

CRM INTEGRATION

There are many integrations with proprietary and leading CRM platforms.

ENHANCED AGENT PRODUCTIVITY

Agents receive a new call as soon as they are available, minimizing non-call time and reaching more contacts in less time.

CHANGE AGENT COUNT

Since the dialer is in the cloud, the interface enables call center managers to easily change agent counts on the fly.

MAINTAIN COMPLIANCE

National, state and cell DNC scrubbing ensures all campaigns are fully compliant with industry and governmental regulations.

REMOTE AGENT SUPPORT

Agents are readily supported on the platform regardless of location. One of the many benefits of cloud infrastructure.

CAMPAIGN MANAGEMENT

Web-based tools ensure all call center leaders have instant access to the campaign interface, monitoring and barge-in capabilities.

EFFECTIVE ANSWERING MACHINE

DETECTION

Call centers no longer need to waste time on answering machines. Immediate detection ensures the dialer moves on to the next number.

CALL TRACKING & RECORDING

Calls are easily captured for recording and tracking purposes to ensure industry and/or government compliance, training and dispute resolution protection.

BARGE-IN CAPABILITY

Supervisors can barge into a call at any time when an agent is unable to satisfy a customer or a situation simply needs a more experienced approach.

CONTACT CENTER

CLOUD PLATFORM

RELIABILITY

CUSTOMER SERVICE

AGILITY



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How it Works

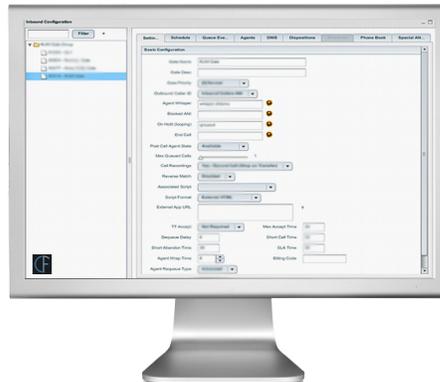
The agent interface is designed for optimal performance, ensuring agents have all the tools they need at their fingertips to effectively manage all outbound business. As the predictive dialer is delivered on a hosted platform, there is no equipment to maintain and agents can be added and removed in real-time, creating a secure, reliable and cost-effective predictive and preview dialing system. The Connect First platform is available with a full suite of web-based tools and reporting to exceed the capabilities of the legacy system at a fraction of the cost.

Benefits of Hosting

Connect First Predictive Dialing is delivered as a cloud solution, which immediately impacts the bottom line. This complete solution offers key benefits that allow the organization to reduce costs and simplify development. Given the costs associated with low productivity and out-of-compliance fines, the Connect First Predictive Dialer offers a strong and rapid ROI.

Compliance Assured

Manual dialing can significantly limit the performance capabilities of the cloud contact center, while compliance plans can render the contact center too costly. Extensive rules and regulations demand a solid compliance plan. The Connect First Predictive Dialer keeps all campaigns in adherence with all industry regulations. On-demand tools are the best defense against regulatory fines and violations. The call monitoring and easy list losing, complete with DNC scrubbing, will keep campaigns in compliance.



ABOUT CONNECT FIRST

Connect First is a leading contact center solution firm focused on enabling client growth and profitability through a robust portfolio of cloud-based communications solutions. Connect First offers agile integrations, reliable performance, and designed and supported by a team of highly experienced engineers, designers and business analysts.