

BTL Predictive Dialler

Overview

A Predictive Dialler is a dedicated high-speed outbound telephone dialling solution that can dial multiple numbers per free agent. This type of dialling is typically used when calling consumers or making calls to numbers where there is a low likelihood of the call being answered. Some systems can even monitor the length of each call and develop an average call length.

Once the system knows the average call length, a predictive dialler can make the next call and "hand it off" to an agent as soon as the first call has ended. This system maximises the on-phone time of each agent, and the overall result is, more people are contacted in a shorter period of time.

The Predictive Dialler can be used with common CRM systems like Gold Mine and Salesforce.com, with call centre applications including Call Scriptor and with any other database that can be navigated using the computer keyboard. Data can be imported into the Predictive Dialler using CSV files or automatically (and scheduled) using SQL or other ODBC compliant databases. A comprehensive Management Console is also included.

The Predictive Dialler is ideal for any company with four or more people making calls to consumers. For example, telemarketing, credit control, appointment setting, cold calling, outbound sales, etc.

Dialling Modes

Predictive dialling leverages the power of making multiple calls per user. The dialler predicts when the next user will become free and starts to make multiple calls for them, based on its prediction. By the time a user is free, one of the calls is likely to have been answered and the user can take that call.

Over-dialling leverages the power of making multiple calls per user. Unlike fully predictive dialling, however, the dialler does not try to predict when users will be free: instead, it waits until a user is actually free before it starts to make calls for them. This guarantees that when one of the calls is answered, a user will be available to take that call.

Progressive dialling works by using the user's handset to dial with the user in attendance (in the same way that the Adaptive Progressive Dialler works).

Benefits:

- Predictive dialling increases the proportion of time users spend talking to customers.
- Making multiple calls per user reduces the time it takes for users to be connected to the next customer.
- Better management reporting leads to better staff management.



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Reporting

The Predictive Dialler provides real-time and historical management reports. At any time, you can see how much work has been done, how much is waiting to be done, how many calls each user has completed and how successful their calls were. You can generate historical reports on campaign activity, call outcomes, user productivity, etc. You can even export report data for use in other applications.