

BTL Progressive Diallers

Overview

A Progressive Dialler provides the ability to automate outbound dialling. A Progressive dialler uses the phone on the user's desk to initiate the call. This means that every call is fully attended by the user and there is zero chance of a "silent call". This type of dialler is typically used when calling businesses and to numbers where there is a high likelihood of calls being answered.

The Progressive 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 Progressive Dialler using CSV files or automatically (and scheduled) using SQL or other ODBC compliant databases. A comprehensive Management Console is also included.

The Progressive Dialler is ideal for any company that has two or more people making over a hundred calls per day. Progressive Dialler is ideal for all kinds of outbound campaigns, from small, informal teams right through to large-scale outbound call centres and dedicated call centre agencies.



Reporting

The Progressive 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. In short, the Progressive Dialler provides a whole host of information to help you run a successful outbound dialling team.

Benefits:

- Progressive dialling can double the number of effective calls that each outbound user can make per hour.
- Increased productivity leads to better profitability.
- Users like progressive dialling – it makes their life easier.
- Better management reporting leads to better staff management.