

In a manual dialing process, calling up hundreds of prospects and tracking information pertaining to each customer becomes a very tedious job. The complications increase when more than 60% of the calls are responded to by an answering machine, or with a busy signal. Adding up the wrong numbers, dialing and response time, number of redials in this figure, we are left with an average talk time of mere 10-15 minutes per hour. Now also considering low prospect-to-customer conversion ratios as well, this directly translates to loss of productive time.

Tracking agent interactions is not possible in a manual dialing process. Also excluding the numbers subscribed to Do-not-Call lists, and contacts who do not wish to be called at certain times of the day becomes a pain point. Automation becomes a necessity for managing various call lists and reaching out to as many prospects as possible by reducing agent idle time. Optimal productivity can be achieved only by deploying the right technology to replace the tedious manual dialing processes.

What is a Predictive Dialer?

A Predictive Dialer automates outbound calling procedure while managing multiple campaigns and leads. With a predictive dialer, the productivity of any contact center can be increased by more than 300% over manual dialing. The predictive dialer is a smart communication device that can detect answering machines, SIT tones and busy tones; eliminate dialing, redialing and response time and forward only the live connected calls to the customer service agent. This helps minimize agent idle time and thus garner optimal efficiency from the business resources.

Drishti's Predictive Dialer Solution

Our predictive dialer is an integral component of Ameyo – multi-award winning all-in-one communication suite. It takes care of complete automation of dialing processes and also provides a host of other productivity deterrents. It is a complete outbound solution that can be deployed as a stand-alone product, or as a part of Ameyo. With automation of most time consuming manual dialing functions usually handled by agents and supervisors, our dialer increases your talking time significantly and gives you much more control over your operations. Its comprehensive capabilities including voice recording, quality monitoring, reporting, CRM, and multiple campaign and lead management are designed to increase your contact center productivity by automating the outbound dialing processes.



Features of Drishti's Advanced Predictive Dialer Solution

- ✓ Complete Automation of Outbound Dialing
- ✓ Machine learning-based Learnsys™ Predictive Dialing Algorithm
- ✓ Dynamic Call Pacing
- ✓ Only live calls are forwarded to the agents
- ✓ Rule-based Dialing
- ✓ Predictive/ Preview/ Progressive Dialing
- ✓ Minimizes Agent Idle Time
- ✓ High AMD
- ✓ SIT Tones, Busy Signals Detection
- ✓ Integration with Multiple Minute Providers
- ✓ Easy integration with 3rd party CRM, Database and other applications

Our Predictive Dialer's best-of-breed technology ensures lowest dropped or abandoned calls, eliminates unproductive calls (Answering Machine Detection, busy signals, SIT tones) and manages leads and campaigns intelligently. Its revolutionary predictive dialing algorithm (Learnsys™) is based on machine learning. It learns via more than 40 parameters (connectivity ratio, lead quality, agent's performance) at run-time, by constantly monitoring them, and intelligently decides on number of calls to be initiated at any given time. It impacts the connect ratio significantly, scoring around double the number of contacts in comparison to other standard predictive dialing solutions. With advanced scripting, you can provide your agents with the latest and customized data for optimum customer experience.

Deployment

The dialer successfully meets the requirements of any kind of outbound campaign (telemarketing and sales, collections) to be run at optimum levels with low Total Cost of Ownership (TCO), ease-of-use, and deployment flexibility. Its hybrid capability to work seamlessly with VoIP, as well as TDM based technology, allows it to function with any type of underlying network infrastructure. Architected for high extensibility, it allows you to integrate additional features (generic or process specific) for current as well as future requirements. Moreover, it works seamlessly with any third-party components (CRM, telephony equipment, third-party software). It can be deployed across multiple locations or sites, and can be scaled up effortlessly to incorporate any process requirement.

How does it benefit you?

High Availability - With Drishti's distributed architecture, a backup server will take over in case a primary server breaks down. So if one of your servers goes down, fear not. By facilitating redundancy at multiple levels, the dialer solution eliminates the impact of single point of failure. It also ensures highest up-time in the industry by provisioning of multiple telephony services simultaneously.

Exploit a Rich Feature Set - With the help of comprehensive dialing modes including predictive, preview, progressive, fixed-pace, agent less campaign (IVR), and manual dialing, Drishti's Predictive dialer is the cutting-edge solution in its class. With high Answering Machine detection and sophisticated call pacing algorithms, you can be assured of the fact that you agents are not idle or unresponsive.

Maximize Agent Productivity - With flexible real time call pacing options, and features like same agent call back facility, conference support, live agent reassignment, and remote agent support, your agents will be most efficient and productive. Additionally, avail features such as Agent wait time pacing, drop rate pacing, Average hold time pacing and pacing control by group, campaign or list along with others.

Advanced Scripting - With powerful script creation and management tools, your agents will have the up-to-date information while servicing prospects and clients. Your supervisors can define the contents of the script window, and allow agents to view the most relevant information.

Supervise and monitor effectively - With total agent monitoring capabilities such as call conferencing, barging, snooping, call

logging, churning, on-the-fly report generation, local and remote monitoring, the supervisors have a greater set of capabilities. Now, your administrator can easily manage agent and campaign centric data with a set of user-friendly tools.

Comply with Do-Not-Call Regulations - Drishti's Predictive Dialer rejects "Do Not Call" numbers to comply with regulatory norms and improve agent productivity. With automatic cleansing of call lists, the callers do not waste time calling DNC numbers. Our dialer ensures lowest abandon rates and least hang-ups on successful calls.

Manage Multiple Campaigns Effectively - Monitor and manage multiple campaigns with complete ease and dexterity without dedicating additional resources. Manage agents on different campaigns, and re-allocate them as campaign requirements change. It is integrated with ACP, an innovative interface which allows smooth operations of all technical and administrative tasks like report generation, data & voice back-ups, server maintenance, voice-minutes configuration at the click of a button.

Spend Less, Gain More - Whether you have VoIP or TDM technology, propriety or standard hardware, our deployment shall be up and running in a matter of hours. Ameyo works seamlessly with any telephony equipment including, but not limited to Cisco, Avaya, Snom, Nortel, Digium, Alcatel-Lucent, Sangoma and AudioCodes. It can be integrated effortlessly with multiple third party databases, CRMs, Gateways, IP Phones and Network infrastructure. We can integrate our solution with legacy hardware, as well as latest technology, thereby saving you frivolous investments in new infrastructure.

Manage Voice Recording with Ease - Store your voice logs in any format. Search through voice records based on parameters such as agent, time-line, disposition, etc, and use multimedia features (replay, rewind, forward)

Improve Productivity with Comprehensive Reports - Analyze productivity and performance via GUI, web-based, real-time reports. You can also export the reports to multiple formats (PDF, CSV) for easy readability.

Use advanced E-mail, SMS and Fax capabilities - Let your agents be more productive by providing them ability to SMS, E-mail, Fax, or chat with clients using a simple interface. E-mail reports, documents or lists automatically on specific interrupts to supervisors or administrators. Be in touch with your customers and send them reports and updates using a simple interface.

Headquarters

Drishti-Soft Solutions Pvt. Ltd.
GP 62-A, Sec-18, Gurgaon, India
☎ +91-124-4771000
☎ +91-124-4039120

Drishti Philippines Inc.
14-B, Rufino Pacific Tower, 6784 Ayala Avenue,
cor.Rufino St., Makati City, 1200 Philippines
☎ +632-923-8136
☎ +63-905-331-5418

Product Information
www.ameyosuite.com

Drishti Customer Arena
<http://dca.drishti-soft.com>

Corporate Blog
<http://blog.drishti-soft.com>

Drishti Forum
<http://forum.drishti-soft.com>

Partner Portal
<http://partner.drishti-soft.com>

Email: info@drishti-soft.com
Web: www.drishti-soft.com

