

Interaction Dialer®

TDM and SIP-based outbound and blended dialing

Teleservices, collections, telemarketing, fundraising and compliance, no matter your need for a dialer, it has to perform. And with outbound dialing for one campaign and blended inbound/outbound capability for others, it has to be versatile. But most of all, a predictive dialing solution must constantly prove its worth, as in helping your business generate revenues and better manage relationships with customers.

Interaction Dialer pre-integrates to the Customer Interaction Center® (CIC) contact center platform from Interactive Intelligence for predictive dialing versatility as well as unmatched performance.

Build goal-oriented outbound campaigns. Target distinct customer groups and specific times of the day or week, without forcing agents to log in to and out of individual campaigns.

Blend outbound and inbound call activities. Optimize agent resources and elevate productivity.

Support campaigns without agents. Play messages, automatically gather customer input, or connect called parties to agents... you decide how each type of call should get treated before the call is actually placed.

Conduct outbound campaigns in a pure SIP-based "all-software" VoIP environment (optional). Deploy the Interaction Gateway® network appliance for digital trunk-to-SIP conversion in the CIC/Interaction Dialer solution as part of your overall VoIP strategy.

Scale campaigns. Utilize hundreds of agents at one site or thousands across multiple locations, including remote agents.

More effectively utilize agents. Leverage Interaction Dialer's patented predictive algorithm to keep agent productivity high and idle time low.

Comply with regulations. Manage abandon rates, issue appropriate caller IDs, log data to prove compliance, play safe harbor messages, prevent dialing restricted numbers, and more.

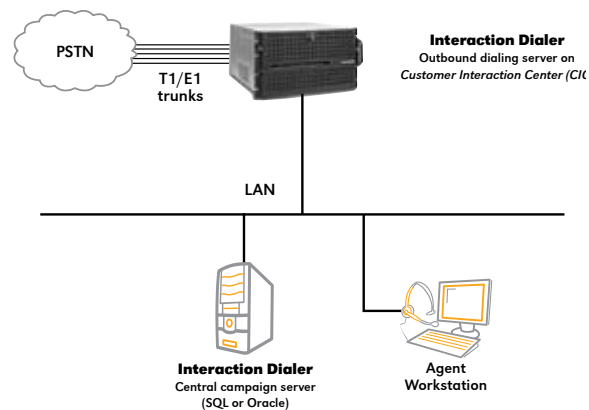
Monitor campaigns in real-time, and analyze after-the-fact. Configure tabular and graphical views in Interaction Supervisor™, each containing more than 150 statistics to manage the CIC/Interaction Dialer solution in real-time.

New in version 3.0

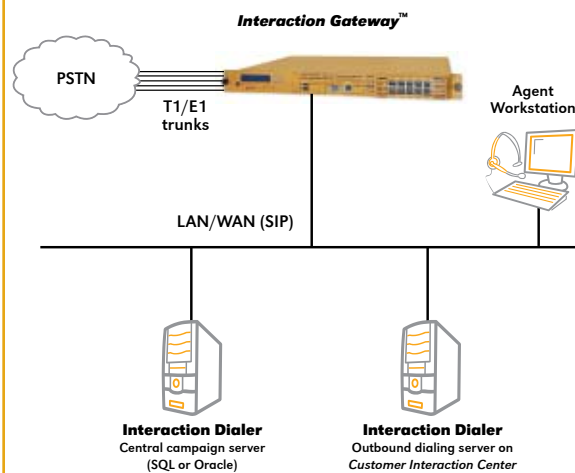
- Skills-based dialing
- Phone-number flexibility
- Through-put optimization
- Just-in-time DNC lookups
- On-the-fly time zone mapping

Flexible deployment options

Interaction Dialer® TDM Architecture



Interaction Dialer SIP Architecture



Comprehensive dialing modes	Ensure pacing with preview, power, predictive, precise, and agentless modes.
Campaign management and work scheduling	Target groups and times based on goals, manage databases and lists, and automatically transition agents from campaign to campaign.
Intelligent outbound dialing features	Support accurate and complete call analysis, time-sensitive dialing, and manual or automated call rescheduling.
Advanced call analysis support	Busy, Answering Machine, No Answer, Fax Machine, Positive Voice, SIT and others.
Inbound/outbound blending	Drive outbound pacing according to inbound traffic with CIC's inherent ACD and routing features, which allow inbound and outbound queues to work together.
Agentless campaigns	Define a campaign to leave a message on voice mail, or send a fax, and route a live caller to an agent or an IVR script.
Skills-based dialing	Match up the skill requirements of a contact (e.g. in a certain state, in a certain language) with the skill set of available agents before dialing. Dials more calls when more skilled agents are available and fewer calls when fewer agents are available. Balances licensing, language, and other requirements with the need to minimize abandons.
Phone number flexibility	Have as many or few numbers per contact as needed per campaign. Manage time zone, attempts, and states per phone number. Assign defineable phone number types, then specify policies and track statistics by type.
Features for agents, remote agents	Make agents more effective with CIC's skills-based routing, call control, call announce feature, same-agent callbacks, and ability to support remote agents and finishing agents.
Flexible scripting options	Create campaign messages with simple forms to WYSIWYG editing to API integration, and with the powerful Web-based HTML and JavaScript tools in Interaction Scripter™. Also use the available <i>Interaction EasyScripter™</i> plug-in to lay out the flow and define elements of script pages at a high level.
Contact policy sets	Control dialing/routing on a contact-by-contact basis before or after dialing. Allow business logic to decide whether to place a call, determine agent availability (precise dialing), set attributes for recording and post-call processing, or send notifications.

SIP-based predictive dialing (optionally available)

<i>Interaction Gateway®</i>	Add the Interaction Gateway network appliance via a SIP-supported LAN or WAN for digital trunk-to-SIP conversion for software-based predictive dialing.
Greater campaign scalability	Deploy multiple Interaction Gateway appliances in an NxM network architecture to reliably handle hundreds of thousands of calls with greater load balancing and fault tolerance.

Campaign monitoring & compliance

Regulatory compliance options (TSR, FDCPA, etc.)	Define minimum connect times, target and maximum abandon rates, campaign-specific Calling Number/ Calling Party, legislative messages or IVR scripts if a caller isn't immediately connected to an agent. Also support FTC safe harbor call logging, state and national Do Not Call lists, Caller ID and more.
Just-in-time DNC scrubbing	Check a phone number against a third-party or internal database just before dialing. Especially valuable for pre-scrubbed lists dialed over multiple days.
Real-time quality monitoring	View real-time workflow, campaign, agent and system views that provide tabular or graphical presentation and data range alerts. Also listen in on and record agent calls on-demand.
Call activity reports	Utilize pre-built reports or create and customize new reports to ensure regulatory compliance. Interaction Dialer's agent utilization reports are graphical, allowing supervisors to quickly identify agents performing outside of their target range.
Tracking and recording	Use the Interaction Recorder® module for multimedia recording, screen recording, and agent scoring, plus the Interaction Tracker® application to archive complete contact and interaction histories with individuals.



Interaction Dialer's advanced Interaction EasyScripter scripting tools.



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