

MX Digital's UNISON Predictive Dialler

Overview

MX Digital's UNISON Predictive Dialler is a comprehensive outbound customer contact solution that improves your contact centres effectiveness while seamlessly integrating with your existing voice and data systems. It offers campaign development tools, call table filters, predictive dialling, call blending, a browser-based agent desktop, real-time statistics and historical and custom reporting.

Key Features

- **Preview Dialling** – present agents with a customer's record for review prior to the call being placed
- **Precision Dialling** – virtually eliminate nuisance calls due to no agent availability
- **Predictive Dialling** – initiate outbound calls based on anticipated agent availability
- **Call Analysis** – detect non-contact outcomes – such as busy signals, no answers and fax tones – with a high degree of accuracy
- **Call Blending** – optimize the assignment of agents between inbound and outbound call handling
- **IP Connectivity** – reduce telephony costs by providing Voice over IP (VoIP) connectivity over an existing data network to local or remote agent stations
- **Multi-number Dialling** – increase the probability of establishing contact using the Three Number/Extended Number Dial options for multi-number dialling
- **Web Call-back** – enhance customer service by providing integrated web and telephony functionality via your website
- **Campaign Flow** – automatically and seamlessly transition agents from the existing campaign to the next predefined campaign
- **List Flow** – link call tables within a single campaign ensuring a constant flow for maintaining agent productivity
- **Exclusion List Management** – exclude select call records from being dialled

Business Benefits

- **Maximize productivity and provide premium service** to customers using sophisticated predictive dialling algorithms and agent empowerment tools
- **Ensure regulatory compliance** using tools to manage legislated activities such as nuisance call levels and calling times
- **Minimize operating costs** by utilizing Distributed System Solutions and IP Connectivity to manage multiple labour pools and dialling locations
- **Employ security measures** that support strict adherence to corporate and industry standards
- **Improve agent efficiency** using sophisticated call classification and open, customizable desktop options
- **Engage in personalized, efficient interactions** that produce a positive experience and promote future sales opportunities
- **Manage campaigns** using flexible, robust list management and decision support tools
- **Leverage existing investments** with Computer Telephony Integration (CTI) and third party product integrations
- **Support multi-national and international operations** with fully localizable agent desktops, system administration and data display

- **Filters** – prioritize contacts by defining specific criteria to target records within a call table for inclusion in a campaign, or to create new call lists based on filter output
- **Alert Manager** – enable managers to set performance criteria and thresholds for monitoring and be notified immediately if these are in danger of being compromised
- **Recall Management** – manage both agent and system scheduled recall requirements
- **Skills-based Routing** – match appropriately skilled agents with specific customer call records
- **Specific Agent Recall** – enable your agents to specify that they wish to "own" a specific call-back
- **Comprehensive Reporting** – gain a clear, concise view of how your contact centre is performing with comprehensive reports

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