



Product Datasheet

**inConcert Allegro Contact Center**

# **Dialer System**

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Maximize agents' productivity with more successful calls in the least time possible.

inConcert Allegro Dialer is a potent multi-mode and multi-campaign dialing system natively integrated with all of inConcert Allegro Contact Center's functionalities.

## Overview

### Multi-mode dialing.

Use the dialer mode that best adapts to your business requirements.

- **Predictive:** sophisticated predictive algorithms select the precise moment to generate calls, maximizing agents' productivity. Balance productivity and regulations by configuring inConcert Allegro Dialer to determine the dialer speed.
- **Progressive:** the system generates a call when it detects an available agent, achieving a high rate of productivity while avoiding abandoned calls.
- **Preview:** provides the contact information before the call is placed allowing the agent to decide whether to make the call or not.
- **Dialing Throttle:** this mode is a variation on predictive dialing which provides better control over the dialer speed.

### Call Progress Analysis and Answering Machine Detection.

Reduce your operation's non-productive time with call progress analysis (CPA). Avoid transferring calls to agents when there's a busy signal, fax or no answer, ensuring they only attend to calls with a "live voice." inConcert Allegro Dialer also provides a sophisticated mechanism for detecting answering machines (AMD). It analyzes the audio on the call and detects in real time and at a high precision level, whether there's a human voice on the line or a recording.

### Multiple blended campaigns and automatic list prioritization.

inConcert Allegro Dialer's advanced technology fits your requirements and permits you to organize your multiple outbound campaigns simultaneously. Each campaign can have various dialer lists, each with different priority levels. In combined operations, when there aren't sufficient agents to support inbound levels of demand, outbound agents can automatically be assigned to take calls. Once the correct service level has been established, the process can be restored automatically. Native integration with inConcert Allegro ACD also allows you to assign capabilities to each agent so that calls are directed to the agents that are most qualified to take them.

### Dynamic list management and updating.

Generate efficient dialer lists using an advanced filtering tool so you can segment your contact database to a high degree of precision. Dialing lists can be recycled based upon disposition codes, combined with other lists, or exported. inConcert Allegro Dialer lets you generate and update dialing lists dynamically when, for example, a contact completes a web form or when a debt has been cancelled.

### Adherence to regulations.

inConcert Allegro Dialer incorporates functionalities that help you conform to legal regulations, including suppression lists. Before dialing a number, the system checks one or various "black lists" to verify if the number is suppressed. Maintenance of suppression lists can be performed dynamically by the user who, for example, using a web portal or an IVR application, decides in real time whether to include or exclude his number in the suppression list.

### **Unified campaign management.**

Create campaigns, easily administer black lists, time zones, and dialer rules. Control the start and stop of each dialing list and manage contact databases from a single management point for the entire system.

### **Integrate with front-end applications, forms and scripts.**

Construct call scripts, forms and customized applications with inConcert Web App Designer. Automatically integrate them with the dialer system, saving time and reducing implementation costs. If you already use a CRM or other desktop application, easily integrate it using inConcert Allegro API. You can also use inConcert Allegro CRM Connectors for integration with the leading industry CRMs, such as Salesforce, Sugar and SAP.

### **Integrate your data, business processes and systems.**

Advanced inConcert Allegro Middleware natively integrates with the dialer system allowing you to link--in integral steps, and without breaks--your outbound operation with your back office, including data, processes and personnel without the need to develop interfaces or components. Succeed in maximizing the efficacy of your operation by inserting your contact center into your organization's business processes.

### **Advanced management of dialer rules.**

inConcert maximize the metrics measuring the ability to connect with contacts by configuring as many phone numbers as needed for each record and defining dialer rules and follow-up for each contact. You get the degree of precision your operation requires. The dialer automatically calls the number coinciding with the hours, sequences and pre-defined call-back rules, adhering at the same time to industry regulations and taking into account differences in time zones.

### **Automatic messaging.**

Implement messaging campaigns that don't require agents, reducing your use of human resources by automating processes and tasks. inConcert Allegro Dialer permits very low cost highly efficient delivery of multi-channel messaging, such as pre-recorded voice messages, SMS and email, at high contact volumes using inConcert Allegro Broadcasting.

### **Reporting and supervision.**

Optimize your outbound operation's profitability with the analysis of statistical reports, graphics and panels with critical information organized on different grouping levels, segmentation and detail with inConcert Allegro Reports. Easily access business information, monitoring and control of key productivity indicators with inConcert Allegro Analytics. Provide supervisors with real-time information so they can take preventative and corrective action to make your campaign operations more dynamic, with inConcert Allegro Supervisor.

# Key Features

Note: The implementation of some features may require professional services

## ■ Functionalities:

- Multiple campaigns with inbound and outbound blending.
- Single sign-on for dialing and ACD.
- Dial multiple lists at the same time.
- Prioritize contact lists.
- Distribute contacts to agents based on abilities.
- Conform with suppression list regulations (Do Not Call List).
- Multiple phone numbers per contact.
- Call progress analysis.
- Automatic answering machine detection.
- Dialing rules based on the type of phone number and time range.

## ■ Multi-model dialing:

- Predictive.
- Progressive.
- Preview.
- Regulated velocity.
- Automatic messaging.

## ■ Integration:

- Integrate back-office, processes and systems.
- CTI with third-party applications (API, DDE, DLL, URL).
- Plug-and-play connections for Salesforce, Sugar and SAP CRM.
- Native integration with applications, forms and scripts using inConcert Web App Designer.
- Native integration with inConcert Allegro IVR for transferring data and routing navigation.

## ■ Control, information and supervision:

- Real-time fine adjustment of dialer speeds.
- Real-time supervision and monitoring.
- Reports and statistical notifications.
- Business intelligence and key productivity indicators controls.

## ■ Administration:

- Unified administration web console.
- Segmentation tool for dialing lists.
- Tool for importing and managing contacts.
- Configuration of multiple time zones.
- Ability to customize configuration of dialer rules.



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inConcert delivers full-IP, premise-based and hosted, cross-industry, all-included contact-center solutions, which help organizations to increase productivity, decrease operational costs, and earn customer loyalty. Each solution is customized using our proprietary contact-center software, specialized systems integration technology and professional services.

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