



Product Datasheet

**inConcert Allegro Contact Center**

# **Multi-Channel Messaging**

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## Automatically broadcast voice mail, emails and SMS messages.

inConcert Allegro Broadcasting is a highly efficient multi-channel tool for broadcasting personalized voice mails, email, and SMS messages rapidly and efficiently to large audiences.

## Overview

### Automatically send messages.

With inConcert Allegro Broadcasting you program the automatic broadcasting of messages—including appointment reminders, event promotions, collections reminders, political campaigns and many other uses—from a list of contacts without the need to take up your agents' time. Additionally, you choose the most appropriate channel in each case: voice, email or SMS.

inConcert Allegro Broadcasting combines the potent functionalities of:

- import, management and segmentation of contact lists.
- configuration and organization of messages from a web interface.
- automatic multi-channel send.

### Press-one campaigns.

Significantly reduce your operational costs by freeing agents from routine tasks. inConcert Allegro Broadcasting allows you to implement press-one campaigns where interactions are transferred to agents only when the contact wishes to speak to them. You can also scrub contact lists automatically for dialer campaigns.

### Gestión de campañas outbound.

Independently of which channel you choose, messages can be fixed, variable or customized. You can:

- send the same message to all contacts.
- send different fixed messages to distinct contacts.
- create variable messages on the fly.
- insert names or other data into your messages.
- incorporate automated text-to-voice technology, for example inserting the contact's name into a voice mail using Text To Speech technology.

### Campañas press-one.

Reduzca significativamente los costos operativos liberando a sus agentes de tareas rutinarias. inConcert Allegro Broadcasting permite implementar campañas press-one que transfiera a los agentes sólo las llamadas de quienes están interesados en hablar con ellos. Además ayuda a depurar en forma automática las listas de contactos para campañas de marcación.

### Manage contacts in real time.

Import and manage contacts easily using inConcert API or a web interface. You can also apply filters to create segmented lists, recycling them based on send results and updating them instantaneously when, for example, a contact fills out a web form.

## Integration with your Contact Center IVR.

Native integration with inConcert Allegro Contact Center makes it possible to implement voice messaging campaigns incorporating customized IVR menus and additionally, transfer calls to agents when contacts request it.

## Messages from the cloud.

inConcert Allegro Broadcasting, like all of the inConcert Allegro contact center modules, provides the flexibility to operate from servers installed at your data center or from our multi-tenant infrastructure in the cloud for message broadcasting, taking advantage of our management services, rapid implementation and also availability for the occasional campaign.

# Key Features

Note: The implementation of some features may require professional services

- Automated multi-channel voice, email, and SMS messaging.

- Configuration for fixed, variable and personalized messages.

- Integration with Nuance Text-To-Speech technology for voice messages.

- Call progress analysis and automatic answering machine detection.

- Multiple time zones.

- Multiple numbers per contact.

- Native integration with inConcert Allegro Contact Center.

- Web-based management tool for:

- Configuring messages.
- Importing and managing contacts.
- Segmenting contact lists.
- Recycling contact lists.
- Statistics and reports.

- Compliance with do-not-call regulations (DNC).

- Native integration with inConcert Allegro IVR.

- On-site solutions at your business or on the cloud.



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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.

For more information, please visit [www.inConcertCC.com](http://www.inConcertCC.com)