



**SKILLS DRIVEN
INTERFACE IN
THE AGENT
WORKSTATIONS.**

ADVANTAGE #7: THE TOOLS FOR SUCCESS ARE AT YOUR FINGERTIPS.

ChaseData



KEY BENEFIT: CAMPAIGN BASED TOOLS.

AGENT WORKSTATIONS THAT CHANGE DEPENDING ON THE CAMPAIGN.

Idle agents they are not contributing to your call center's success. Idle agents are not engaged with customers which drive up your labor/payroll costs significantly. Keep agents talking by blending outbound campaigns with inbound calls using ChaseData's platform. Blending delivers much better return on your cross-training and payroll investments.

REAL-WORLD
BLENDED
CALL CENTER
APPLICATIONS

Overflow calls

Cold call fill-ins

*After hours call
back campaigns*

Auto-call backs

Up-sells campaigns

*QA and research
campaigns*

CONTROL THE FLOW OF CONVERSATION IN YOUR CALL CENTER TO BOOST AGENT PRODUCTIVITY

Your managers are easily able to prioritize and blend outbound and inbound calls flows with a few clicks of the mouse. Then skills based routing connects the call to the appropriate agent with no manual direction from the the manager. Your agents simply receive relevant screen pops and access to the third-party tools they need based on the caller's requirements.

**CONTACT OUR TEAM AND
"GET YOUR UNFAIR ADVANTAGE TODAY."**

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