












PREDICTIVE DIALER FOR YOUR CALL CENTER

Your agents have enough on their plates when it comes to managing outbound campaigns, so why not simplify their ability to contact prospective customers? Using statistical algorithms, 3CLogic's predictive dialer automatically contacts leads while agents are busy finalizing calls, minimizing the time spent between interactions and improving productivity. More talk time. Less waste. More sales.

PREDICTIVE DIALER FEATURES

-  **Algorithms:** Using contact center generated data (call-time, wrap-up time, etc.) 3CLogic's predictive dialer anticipates and automatically dials leads, optimizing your workforce and minimizing the time spent between interactions.
-  **Situational Reminders:** Every lead is valuable. With 3CLogic, flag and schedule call-backs for any unreachable lead or prospect, minimizing the risk of missed sales opportunities.
-  **Blended:** Be prepared for the unexpected. Seamlessly transition inbound service representatives to assist in outbound campaigns whenever necessary, minimizing call abandonment.
-  **Caller ID Rotation:** Improve the likelihood of reaching potential prospects with 3CLogic's ability to set specific area codes and caller IDs for each outbound call based upon a customer's location.
-  **Multi-Number:** In the event a prospect fails to answer any initial call, 3CLogic's predictive dialer will automatically attempt to dial any alternative contact number on record to improve an agent's overall chances of success.
-  **Compliance:** Facilitate adherence to industry accepted standards and regulations with the ability to automatically screen your company's "Do Not Call" lists, while offering agent guidance through advanced dynamic scripting tools.

ALTERNATIVE DIALER SOLUTIONS

-  **Preview Dialer:** In some instances, certain outbound initiatives may require more preparation in between calls. For any given lead list, enable agents to preview prospect information before initiating the next call.
-  **Fixed-Ratio Dialer:** Optimize an agent's performance while increasing the likelihood of reaching or exceeding sales targets. Using fixed call ratios, dial a pre-set number of leads immediately following an agent's availability and leave recorded messages in the event a prospect is unavailable.
-  **Progressive Dialer:** Immediately upon an agent's availability, individually dial each subsequent lead one at a time, filtering out answering machines, faxes, and unanswered calls to eliminate call abandonment.
-  **Call Blasts:** Certain outbound initiatives may not require the assistance of a live representative. Easily create and leave automated messages or alerts for any contact in a predetermined list, optimizing the use of your contact center's available resources.
-  **Opt-in Campaigns:** Enhance the success of agent-less outbound campaigns with the ability to offer contacted leads the option to speak with a live agent or representative at the point of contact.