MiContact Center Ignite Preview Dialer

Optimizing your contact center to generate more revenue

Benefits:

- Outbound preview call assignment, which enables you to optimize your contact center software investments.
- Reporting based on outbound call campaigns, which provides you with valuable information concerning the success and failure of your agents and outbound campaigns.

Every business is looking for strategies to generate more revenue. By transforming your operations into a blended contact center – where agents process both inbound and outbound calls –your contact center will be optimized to generate more revenue for your business.

Maximize Your Investment

The MiContact Center Ignite Preview Dialer optimizes operations by creating a blended contact center. The Ignite Preview Dialer seamlessly integrates with MiContact Center Ignite software and leverages Excel, CSV, or XML data files, to enable your contact center to automate your outbound dialing.

Optimize Agent Productivity

Contact center managers need to ensure agent resources are deployed efficiently at all times. Using the Ignite Preview Dialer to create dialing campaigns, contact center managers can define conditions under which idle agents are prompted to make outbound calls, maximizing their contact center resources.
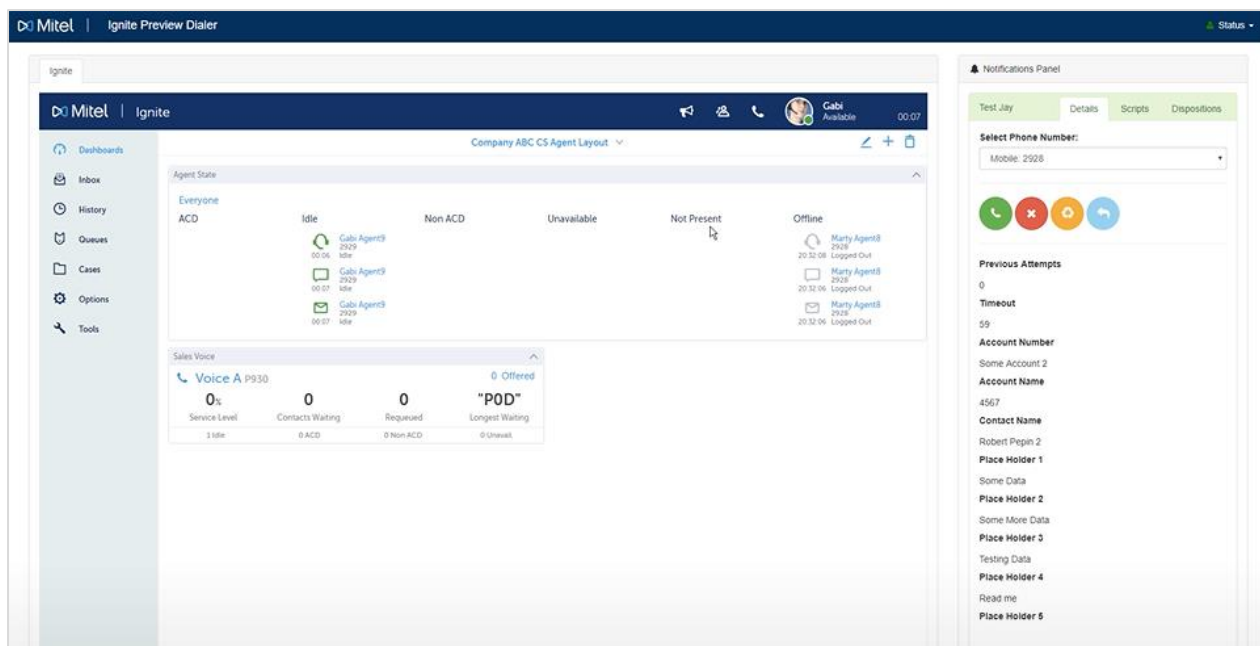
Vital customer information can be uploaded to the Ignite Preview Dialer in Excel, CSV, or XML data formats. These data files typically contain names, phone numbers, account information, and scripts for agents to use while on calls. For contact centers that require the Ignite Preview Dialer to be integrated into a CRM or ODBC-compliant database, this requires additional custom development services.

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Figure 1: Agents can easily access campaigns in Ignite Preview Dialer.

Using the Ignite Preview Dialer's Campaign Creation Wizard, managers can define and assign outbound calls to agents based on agent groups, queues, and idle times. Agents are notified of outbound call assignments via a notification window and they can readily accept, decline, or requeue calls. By prompting idle agents to make outbound calls during periods of inactivity, your contact center's overall efficiency increases.

Could you Benefit from the MiContact Center Ignite Preview Dialer?

The MiContact Center Ignite Preview Dialer enhances MiContact Center Ignite software to streamline contact center workflows.

If the following sounds like your contact center, your business may benefit from the Ignite Preview Dialer:

- Requires outbound activities for collections or sales
- Provides business-to-business transactions with a high probability of call connections
- Is profit centered
- Has an established customer database
- Demonstrates a sharp rise in calls and/or completed sales during specific hours of the day and wants to maximize productivity during those hours
- Has a high turnover of your best agents

Track and Report Call Activity

It's easy to track call outcomes with the Ignite Preview Dialer. Using Disposition codes, managers can define a wide variety of call outcomes, such as closed sales, requests for callbacks, and messages left by agents. Agents can apply these to their calls, either remove calls from the call list or requeuing them for later. The flexibility of defining account codes enables managers to readily track and analyze customer call response.

The Ignite Preview Dialer provides a Campaign Activity Report. The Campaign Activity Report provides information on the Campaign Status and includes how many calls were uploaded, completed, and requeued as well as Employee activity and the call success of individual campaign items.

Streamline Contact Center Workflow

The Ignite Preview Dialer integrates with MiContact Center Ignite software to streamline workflows. A tabbed menu system and wizard simplify campaign set up and configuration. The Ignite Preview Dialer monitors agent activities and service levels, initiating outbound call activities according to user-defined business goals. Ignite Preview Dialer automation of outbound call activities enables your agents to focus on serving customers—and you to focus on operations.

Features

- Add outbound call activity to your contact center
- Automate outbound assignments and create, delegate, and schedule outbound campaigns with the Campaign Creation Wizard
- Upload customer data and agent scripts in Excel, CSV, and XML formats
- Create custom Disposition codes for reporting
- Generate reports on specific campaigns
- Provide agents with call assignment pop-ups that include customer data and scripts
- Enable agents to requeue outbound calls with dates/times to offer unsuccessful attempts to contact customers

Benefits

- Optimize operations and generate additional revenue according to business demand and strategy
- Reduce management workload, enabling you to focus on more critical tasks
- Provide better communications to your agent as to how, when, and who they should call, as well as what to say to individual customers
- Track agent handling and call outcomes with user defined Disposition Codes
- Gain a more complete understanding of campaign results and how agents process calls, enabling you to maximize campaign and agent efficiency and results
- Ensure agents have information at hand to serve customers efficiently and effectively, thereby delivering a better customer experience
- Increase agent productivity and the likelihood of contacting customers

Mitel Professional Services

Mitel's professional services portfolio helps you maximize your investment in Mitel's world-class communications solutions. At Mitel Professional Services, we recognize that results don't just happen overnight. Your journey starts with careful prioritization and planning before you can get to meaningful solution design and deployment. Our service delivery methodology is rigorous enough for your most sophisticated requirements and flexible enough to provide the service level you need. Mitel Professional Services are sold via Mitel authorized partners, enabling you to achieve your business objectives with low rollout risk and using advanced features with confidence.

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