



# FLUENCY DIALER



## Why use a Fluency Dialer?

Fluency dialers are equipped with enhanced features that make your company more productive. Through the powerful Fluency algorithm the Dialer can increase your company revenue and prevent failed and incomplete actions that many outbound centers experience. Agent productivity is improved immensely and campaigns can be tailor made to suit your business objectives. Fluency Dialer monitors the performance of all campaigns in real time and adjusts itself automatically to achieve the optimum result. Busy, no answer, fax, unobtainable calls are managed by the Fluency Dialer and not presented to agents. Comprehensive live and historical reporting tools guarantee the results you are looking for.



## The Fluency Dialer

The Fluency Dialer is a complete automated solution for outbound dialing, inbound and blended communications. Fluency contact center software can provide your contact center with a world class fully integrated solution that delivers robust features, reliability and scalability. The Fluency Dialer enhances productivity, increases agent talk times and reduces costs, whilst complying with all DMA Ofcom regulations. If your business depends on higher volumes of outbound calling then utilizing a Fluency Dialer is the logical step to take.

### Types of Dialers:

Which dialer is suited to your business?

**Preview:** Once an agent becomes free, the details for the next call are presented to the agents screen. The agent clicks the screen to initiate the automatic dial.

**Progressive:** Once an agent becomes free, the details for the next call are presented onto the agents screen as the system is dialing. Calls are made when agents are free.

**Predictive:** Predicting how many calls need to be made to hit preset targets and when to dial the next number to maximize talk time. By modelling call and agent performance calls are made in anticipation of agents becoming available to ensure maximum activity and optimum productivity

**All Fluency Dialers can integrate with any ISDN or VoIP PBX platform and also any ODBC compliant database.**

The heart of the Fluency Communications Suite™ is the Fluency Dialer Campaign Manager. Fully browser based it quite simply allows you to create multiple campaigns based on disparate criteria and data sources.

However, outbound dialling is not just about high performance. It's about:

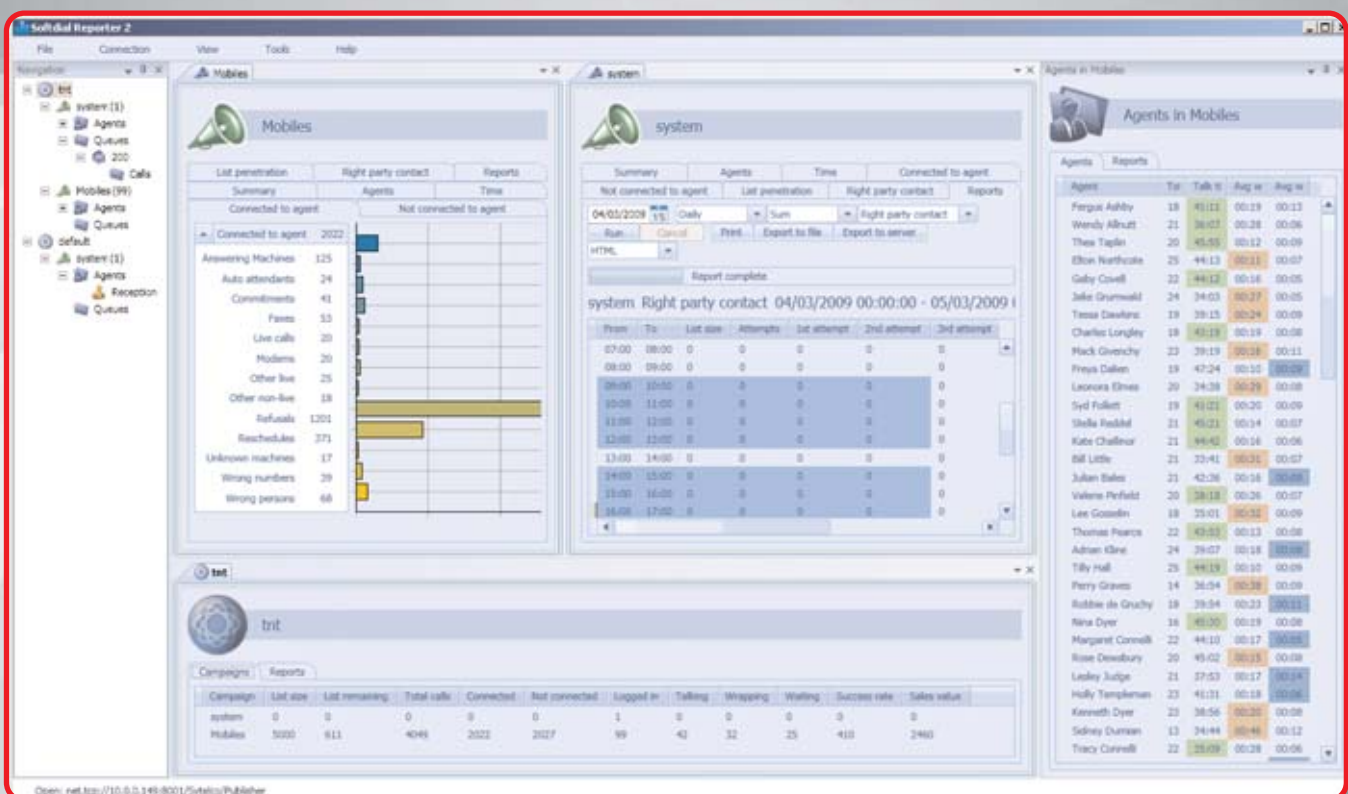
- Targeting your campaigns
- Measuring the business benefits as well as the operational performance
- Making the right contact in the right way with telephone calls
- Optimising agent performance with call blending
- Fluency Dialer is one element of the Fluency suite of contact centre applications that give your customers high quality fully integrated and consistent transactions whether you contact them or they contact you.

**Fluency dialer ensures that you meet commitments to your customers and maximize your opportunities with well managed proactive calling. Working effectively in high volume environments and less aggressive service orientated organizations.**

**Fluency Dialers are deployed in large and small businesses all over the world from debt collection agencies, insurance companies and local government sites to many local businesses looking to get more productivity from existing human resource.**

- True automatic pacing.
- Any kind of campaign; any kind of data.
- No practical limit on campaigns and agents.
- Meets strictest code/ regulations for dialers.
- Can dial effectively at 1% abandoned calls, or less.
- Easy to use and flexible Campaign Manager interface
- Comprehensive and Intuitive Campaign Wizard
- Extensive Real Time & Historical Reports

**Meets Ofcom, Direct Marketing Association (DMA) and Information Commissioner Guidance as well as USA/EU directives on nuisance calls and distance selling.**



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