

OUTBOUND VOICE DIALER



For the modern Outbound Experience Benefit

A comprehensive voice Outbound Dialing Platform with modular architecture, enabling Business to scale faster.

Onboarding & Provisioning

- Technology Tools for Provisioning Tenants
- Onboarding team as a Service
- Professional service + PMO

Managed-Service Support

- L2, L3 Capability
- Response time framework
- Reporting & Monitoring

Training & Dev.

- Knowledge Base
- Training Guides
- Customer Admin Training as a service

Why StarTele Logic Outbound Voice Platform?

Eight main reasons to choose us :



All in One

All in One Yet Modular



Scalable

Linear Scalability



Multisite

Central Management with Distributed Call Center



Configurable

Comprehensive yet Configurable



Carrier Grade

Carrier Grade Infrastructure & deployment support



Open

Open for Cloud Hosted & On-Prem Deployment



Extensible

Faster time to Market



Multi Tenant

Single Infra-Multiple Customers

Knowledge Base

Enhanced FCR with agent access to knowledge repository.

IVR Configurator

Create call flows with an easy to use web based interface.

Multi Level IVR

Configurable Multi-level IVR with DTMF to direct queries to right agents.

Disaster Recovery & Redundancy

Recover data in cases of any disaster and ensure real time data backup.

CRM Integration

Recover data in cases of any disaster and ensure real time data backup.

Advance Dialer

Recover data in cases of any disaster and ensure real time data backup.

WebRTC

Enable Voice Communication.

Voice Blast*

Mass communication and announcements.

ACD

Balance Query distribution irrespective of location.

Payment Gateway IVR

Process payment information on IVR via APIs.

Analytics & Reporting

Recover data in cases of any disaster and ensure real time data backup.

High Availability

99.5% of uptime with Hot failover approach via, 1+1 redundancy, N+1 redundancy or N+N redundancy.

Feature sets for Modern Customer

Rich Features for additional flexibility



Notification for threshold breaches

Resolve customer issues 24*7*365 and transfer them to live agents in case of complex queries.



Pattern Based Outbound Dial

Help your employees scale up quality work by offloading repetitive tasks.



Call Failure Reason Notification

Enable customers to engage, with their favourite brands in real-time on a channel of their choice, fostering lifelong loyalty.



Dispose and Dial

Handle immediate call backs in cases of call disconnects or map multiple phone interactions to the same contact in case a contact requests for callback on a different number.



Blacklisting & DNC Management

Enable agents to add unwanted callers to do not call lists and also verify with DNC India before calling.



Auto Logout of Inactive Agents

Enable customers to engage, with their favourite brands in real-time on a channel of their choice, fostering lifelong loyalty.



Call Transfer & Conference

Agent can have an informed transfer or confer call with a filtered view of users that are logged in and available to take calls.



Peak Hour Control

Better manage call volumes in peak hours by putting Agent calls as Auto-on



Intelligent Automatic Call Distribution (ACD)

Easily route priority calls to specify queues, agents with ease.

Skill based Routing with location

Route calls to best available agent based on calling location region and agent skill selection.

Route based on Automatic Customer Identification

Flexibility to use DID, DNIS, CLI & ANI with database to route calls to agents based on captured customer identity information.

Customer Profile based Routing

Third party data interation makes it possible to route calls/announcements based on cusotmers parameters as Type, Location, etc.

Centralized Queue management - Serve Localized & Distributed Architecture

Multiple use cases : Caller Validation, Forward Calls, Call Recordings, Usage Statistics, etc.

Integration with Multiple Databases

Customer Satisfaction driven features : Estimated Wait time, Agent availability, Configurable Wait time music

Robust Routing capabilities : LRU & Round Robin

Covering every Use Case : Support/Service/Sales



Customizable Dashboard Timers

Set refresh time for your dashboards at your own convenience with readily available customizations



Dailer Notifications

Supervisors will receive error notifications whenever the system detects that dialing is impacted.



Call Waiting Options

Improve Customer experience while waiting on call with features as callbacks, music and messages.



Click to Call

Place calls directly from your Customer view, CRM or website with a click of a button.



Call Disposition

Add call summary notes and disposition codes to the call log, CRM to ensure relevant context is captured.



Time Conditions Module

Easily configure business hours & associated call routing features e.g voice prompts to suit business needs.



Automatic Call Distributor

Route inbound calls to agents based on caller data, IVR selection, business hours, agent skills.



Number Masking

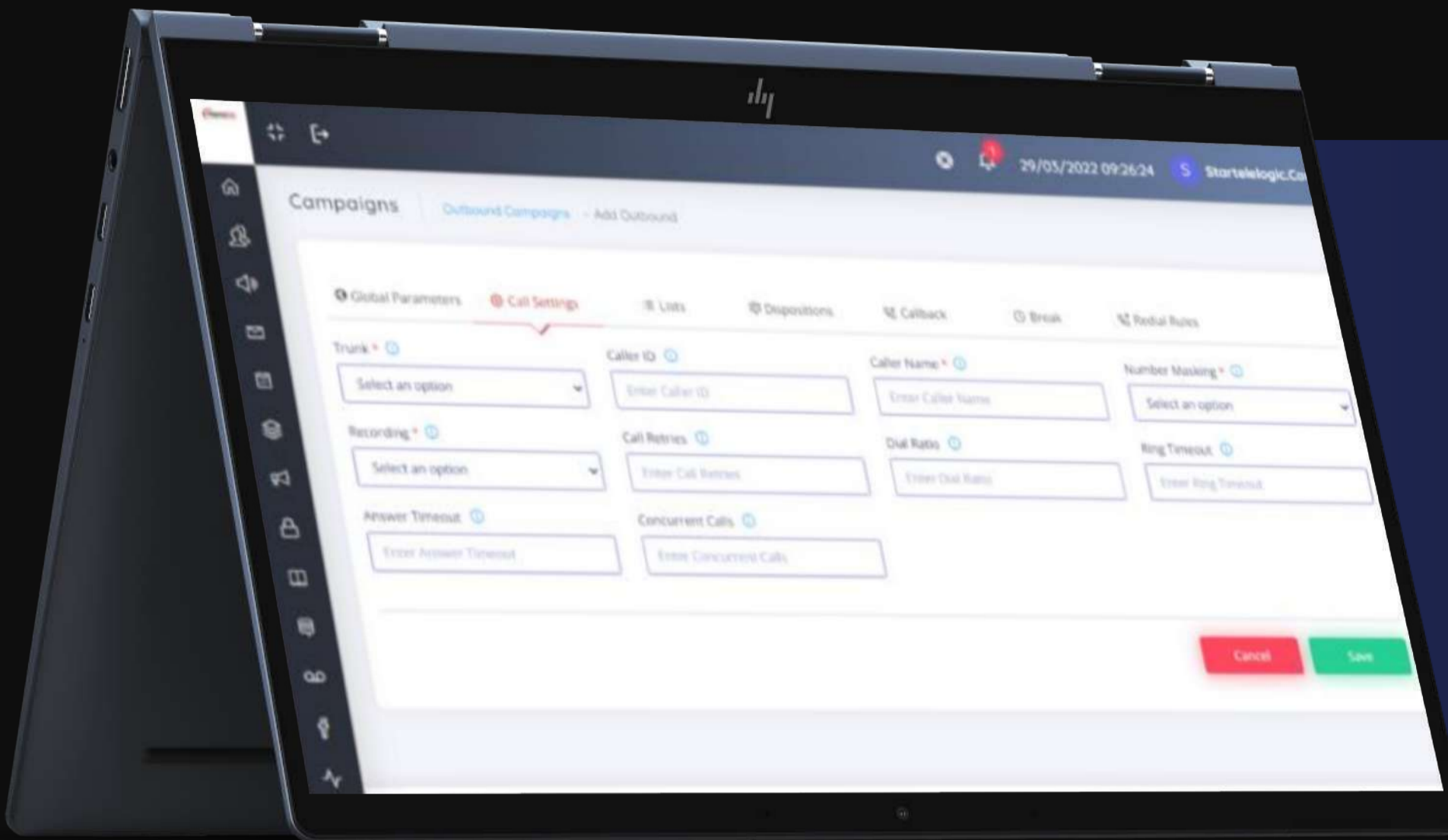
Masked customer phone numbers from Analyst and Agent on Conference, Transfer , Dispose and Dial interface, Browser notifications and Voicelog file names.



WebRTC to Phone

Agents/Supervisor would be able to switch to Phone/Softphone/P phone as an extension, when its a Connectivity issue or WebRTC Call quality is compromised.

Flexible Outbound Strategies



Selective Strategy

Use selective strategies for voice-broadcast, Press 1, or IVR based opt-in.

True Blending

Allow agents to login into multiple outbound campaigns with multiple inbound campaigns aimed at improving agent utilization using intelligent algorithms.

Prioritized Dialing

Segregate and prioritize the contacts to be called at the lead level and create separate lead lists under a single campaign and AUTO easily manage the segregated.

The Administrator & Report Module

Manage things like

- Lead List
- Breaks
- BYOC
- AMD
- Dispositions
- Hopper
- Multi DND/DNC lists
- Dial-Ratio
- Custom Reports
- Dial Rules
- ACD
- Routing Rules
- Callback Strategies

Report

Create comprehensive process reports for campaigns, call metrics, user session with enhanced filters and option to export reports.



startelelogic

CONTACT

INDIA: +91-120-433-3335

USA: +1-315-400-1490

www.startelelogic.com

info@startelelogic.com