

SMARTER OUTBOUND CONTACT MANAGEMENT



MORE CONVERSATIONS
Maximising Talk Time For Every Advisor.



BETTER CONVERSATIONS
Increasing The Number Of Positive Outcomes.



COMPLIANT CONVERSATIONS
Achieve Positive Outcomes In The Right Way.

Outbound, whether it be collections or sales, is a fiercely competitive environment, with clients demanding more information, expecting higher returns and all for lower costs.

TOP PERFORMERS FOCUS ON THREE PRIMARY AREAS

MORE CONVERSATIONS

2 BETTER CONVERSATIONS

3 COMPLIANT CONVERSATIONS

1 MORE CONVERSATIONS

To achieve more connections per agent per day, there are a number of capabilities where technology beats manual efforts every time, driving up efficiency.

TECHNOLOGY SUPPORTS OUTBOUND WITH...



AUTOMATED DIALLING
can reduce agent idle time from 33% to 5%.



ADVANCED AMD
Answer Machine Detection only passes a call to an agent when the voice is a live speaker.



CRM INTEGRATION
using historic contact information to make contact on the best day & time.



INTELLIGENT CYCLING
Intelligent, Automatic cycling of calls to improve connection rate.

RESULT: MORE CONNECTIONS WITH FEWER DIAL ATTEMPTS

2 BETTER CONVERSATIONS

Making more connections drives efficiency, but you also need better connections. The key is to optimise each conversation, so that you generate positive outcomes on a higher proportion of your calls.

TECHNOLOGY ENABLES SMARTER PROCESSES...



RESULT: MORE CALLS RESULT IN POSITIVE OUTCOMES

3 COMPLIANT CONVERSATIONS

In an environment of ever tighter regulations, it has never been more important to ensure that each and every call is compliant, mitigating your risk and potential fines and/or bad public exposure.

In-call analytics means that every call can be monitored in real-time and where necessary, corrected while the call is still in progress.

EACH CALL CAN BE MONITORED IN REAL-TIME...



RESULT: MORE CALLS WITH POSITIVE OUTCOMES AND LESS NON-COMPLIANCE RISK



Enghouse Interactive

Customer Centric Contact Centre Solutions.



OPTIMISED ACCESS



PROACTIVE ENGAGEMENT



CONNECTED ENTERPRISE

[DELIVERED AS AN INTUITIVE, COMPLETE AND FLEXIBLE PLATFORM]