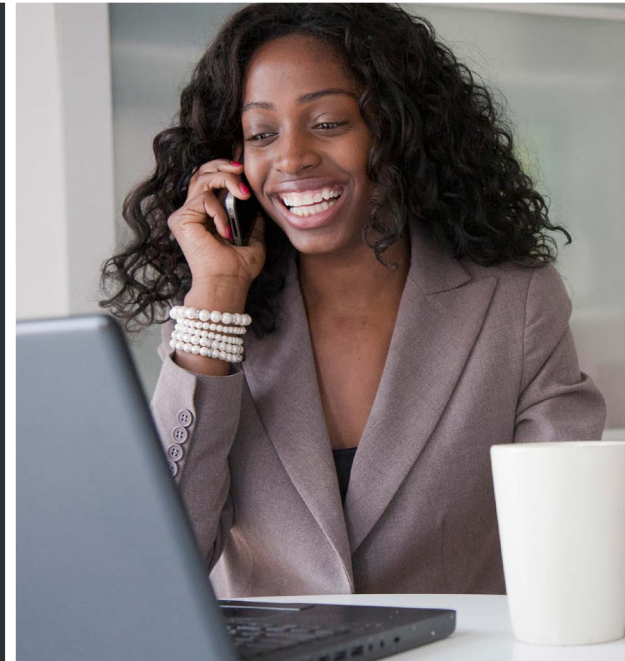# OpenScape Cloud
Contact Center Dialer

Generating revenues and enhancing agent productivity

Maximize your outbound advantage

If you're reaching out to customers – keep it simple, compliant and profitable.

Full-featured campaign-based outbound dialing, blended with your inbound contacts.

Collections, notifications and sales calls. Regardless of why you're reaching out, every customer contact is a potential business opportunity.

Here at Unify we're helping you realize those opportunities by maximizing the revenue-generating capacity of your contact center.

You can opt for a standalone, dedicated outbound contact center, or blend the solution with your inbound traffic – and enjoy the very highest levels of agent utilization and productivity.

Either way, OpenScape Cloud Contact Center Dialer delivers a powerful campaign-based outbound dialing solution that saves - and makes – you money.

At its heart is a highly sophisticated simulation-based dialing engine – optimizing agent performance while assuring compliance with your local outbound calling regulations.

SLA-Based Inbound/Outbound Blending

- A unified agent experience, supported by automated inbound/outbound blending, keeps agents productive and engaged in the most profitable call center activities
- As inbound queue lengths grow, agents are automatically moved from outbound dialing queues to inbound queues
- As the inbound queue meets service level goals, agents are slowly released back to outbound queues
- Agents only need to log into one system to handle any contact types: outbound calls, inbound calls, emails and chat

Flexibility, Choice, Compliance, Security

Everything you need to run a revenue generating, outbound contact center.

Compliance

Performance under compliance is a core principle in your contact center environment. Which is exactly why Dialer is purpose-built to drive outbound opportunities within strict dialing regulations.

- Predictive dialing performance keeps income generation compliant – you won't be abusing a list
- There's no need for supervisors to micromanage a campaign in search of better performance
- Your customers won't be inundated with high levels of non-productive nuisance calls.

Dialing Methods

Predictive:
Maximizes agent productivity by placing multiple calls per agent. The pace of dialing is carefully balanced by continually considering the number of agents, characteristics of the list, and legal regulations.

Progressive:
Offers great agent productivity without the risk of abandoning. This is particularly good for business-to-business campaigns.

Preview:
Combines the benefits of automated dialing with the ability for agents to preview contact information before accepting or declining the call.

Message Lay-Down:
Ideal for agent-less campaigns where contacts are dialed and left an automated message. There's even an option to transfer calls to a live agent.

Features

- Inbound/Outbound Call Blending
- Multi-Number Dialing
- Unified agent experience
- Native support for remote/home agents
- List Management
- User-Defined Lead Filtering
- Custom Dispositions
- Campaign Scheduling
- Campaign-Based Callbacks
- Campaign Chaining
- Campaign Linking
- Agent Screen Pops
- Abandonment rate throttling
- Retry Management
- Call Monitoring
- Call Recording
- Reporting
- Custom scripts for Preview dialing

Benefits

- Increased agent productivity through predictive dialing
- Inbound service is protected through automatic SLA-based inbound/outbound agent blending
- Great dialing performance while maintaining compliance with government regulations
- Predictive, progressive, preview, and agent-less dialing accomplishes the business objectives of each campaign
- Each campaign is uniquely customized through full-featured campaign management.

About Unify

Unify is one of the world's leading communications software and services firms, providing integrated communications solutions for approximately 75 percent of the Fortune Global 500. Our solutions unify multiple networks, devices and applications into one easy-to-use platform that allows teams to engage in rich and meaningful conversations. The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, and enhances business performance. Unify has a strong heritage of product reliability, innovation, open standards and security.

unify.com

UNIFY Harmonize your enterprise