



## Automatic dialer

### DETAILS

Re-inventa's intelligent dialling system improves processes in the Contact Centre by implementing efficient strategy for achieving greater productivity.

The software is easily integrated in Contact Centres of all sizes. Using Open Source technology running on Linux operating systems also allows to achieve lower implementation cost.

The Re-inventa solution provides the installation of a dialling engine as well as its configuration, setting up the optimal system of dialling rules for each case, the administration of contacts and database management.

Based on each client's needs, Re-inventa implements different types of dialling, with various compatible dialling modes available:

- **Progressive Dialling:** Dialling is done automatically, directly from the agent's extension. This type of dialling enables continuous dialling and facilitates assigning contacts to specific agents or teams, based on their skills, so that only certain agents will call certain contacts.
- **Preview Dialling:** This type of dialling adds one more stage to the process, where the information about the customer is provided to the agent before the call is placed. After a fixed time, or based on an action by the agent, the call is made. This allows agents to "prepare" for the calls or even decide not to place it if it won't be relevant.
- **Predictive dialling:** Predictive dialling is supported by an artificial intelligence algorithm to try and predict when an agent will be available for a call, so that the system will have a call already lined up for that agent. This type of dialling minimises agent downtime by making sure to have the next call already lined up when the agent becomes available.

### THE SCRIPT'S MAIN ADVANTAGES

- Higher contact productivity
- Rapid implementation
- Cost reductions
- Efficient administration and management of contact databases
- Enhanced user experience.