Interaction Dialer® 2.4

TDM-based and SIP-based Outbound and Blending Dialing

INTERACTIVE INTELLIGENCE
Deliberately Innovative

Teleservices. Collections. Telemarketing, fundraising and compliance.

A predictive dialer has to be versatile. Outbound dialing for one campaign, blended inbound/ outbound capability for others. In between, it has to constantly prove its worth, as in helping businesses generate revenues and better manage relationships with customers.

Interaction Dialer pre-integrates to the *Customer Interaction Center*® (CIC) contact center platform from Interactive Intelligence for predictive dialing versatility as well as unmatched performance.

Build goal-oriented outbound campaigns. Target distinct customer groups and specific times of the day or week, without forcing agents to log into and out of individual campaigns.

Blend outbound and inbound call activities. Optimize agent resources and elevate productivity.

Support multi-modal campaigns. Play messages, automatically gather customer input, or connect called parties to agents… you decide how each type of call should get treated before the call is actually placed.

Conduct outbound campaigns in a pure SIP-based "all-software" VoIP environment (optional). Deploy the *Interaction Gateway* network appliance for digital trunk-to-SIP conversion in the CIC/ Interaction Dialer system.

Scale campaigns. Utilize hundreds of agents at one site or across multiple locations, including remote agents.

More effectively utilize agents. Leverage Interaction Dialer's patented predictive algorithm to keep agent productivity high and idle time low.

Comply with regulations. Manage abandon rates, issue appropriate caller IDs, log data to prove compliance, play safe harbor messages, prevent dialing restricted numbers, and more.

Monitor campaigns in real-time, and analyze after-the-fact. Configure tabular and graphical views in *Interaction Supervisor™*, each containing more than 150 statistics to manage the CIC/ Interaction Dialer solution in real-time.

PRODUCT SNAPSHOT
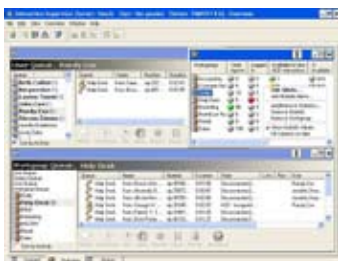
- Preview, power, predictive, precise, and multi-modal "agentless" dialing modes

- A patented predictive algorithm… drive stage-based predicting for better granularity and agent utilization

- Built-in scripting options, from simple forms to WYSIWYG editing to COM API integration

- Telemarketing Sales Rule (TSR) and compliance options: FTC safe harbor call logging, caller ID, state and national Do Not Call lists and others

- Central configuration and campaign management within the CIC/ Interaction Dialer environment

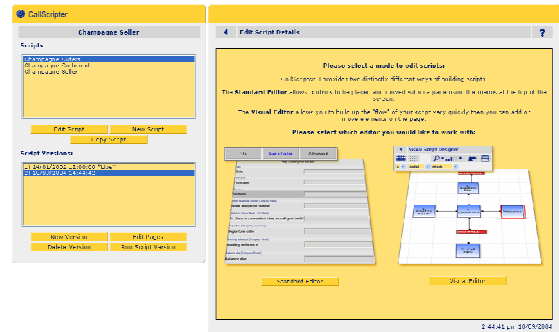## Flexible deployment options…

Interaction Dialer® 2.4 TDM Architecture
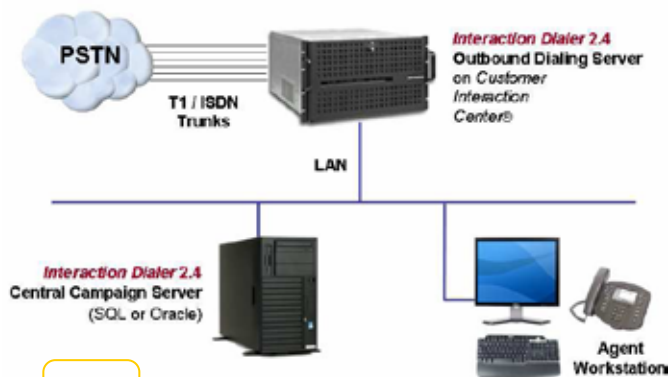
Interaction Dialer® 2.4 SIP Architecture
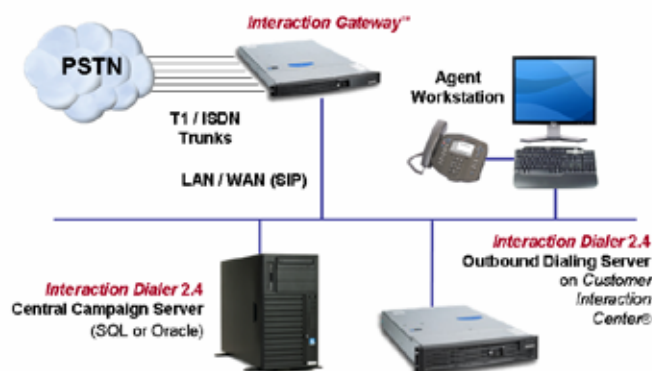
Interaction Dialer® 2.4

TDM-based and SIP-based Outbound and Blended Dialing

Interaction Dialer's advanced *Interaction EasyScripter* scripting tools

Comprehensive dialing modes	Ensure pacing with preview, power, predictive, precise, and multi-modal "agentless" modes.
Campaign management and work scheduling	Target groups and times based on goals, manage databases and lists, and automatically transition agents from campaign to campaign.
Intelligent outbound dialing features	Support accurate and complete call analysis, time-sensitive dialing, and manual or automated call rescheduling in addition to predictive, power, preview and precise dialing.
Inbound/ outbound blending	Drive outbound pacing according to inbound traffic with CIC's inherent ACD and routing features, which allow inbound and outbound queues to work together.
Multi-modal "agentless" campaigns	Define a single campaign to leave a message on voicemail, send a fax to fax machines, yet route a live caller to an agent or an IVR script!
Patented predictive algorithm	Increase dialing granularity with Interaction Dialer's stage-based predicting — a staging algorithm so innovative it's backed by a U.S. Patent.
Features for agents, remote agents and workforce management (WFM)	Make agents more effective with CIC's skills-based routing, call control, call announce feature, same-agent callbacks, and ability to support remote agents and finishing agents. Also integrate the *Interaction Optimizer*™ WFM add-on module for forecasting and scheduling (plus real-time adherence) based on CIC's historical ACD data.
Flexible scripting options	Create campaign messages with Interaction Dialer's built-in scripting tools, from simple forms to WYSIWYG editing to COM API integration, and with the powerful Web-based HTML and JavaScript tools in *Interaction Scripter*. Also use the available *Interaction EasyScripter* plug-in to lay out the flow and define elements of script pages at a high level.
Contact policy sets	Control dialing/ routing on a contact-by-contact basis before or after dialing. Allow business logic to decide whether to place a call, determine agent availability (precise dialing), set attributes for recording and post-call processing, or send notifications to supervisors.

SIP-based predictive dialing (optionally available)

***Interaction Gateway*™**	Add the Interaction Gateway network appliance via a SIP-supported LAN or WAN, and get T1/ ISDN spans *plus* digital trunk-to-SIP conversion for predictive dialing.
Advanced call analysis support	Return outbound dialing results to the CIC/ Interaction Dialer system for processing: Busy, Answering Machine, No Answer, Fax Machine, Positive Voice, SIT and others.
Greater campaign scalability	Deploy multiple Interaction Gateway appliances in an NxM network architecture to reliably handle hundreds of thousands of calls with greater load balancing and fault tolerance.

Campaign monitoring & compliance

Telemarketing Sales Rule (TSR) and compliance options	Define minimum connect times, target and maximum abandon rates, campaign-specific Calling Number/ Calling Party, legislative messages or IVR scripts if a caller isn't immediately connected to an agent. Also support FTC safe harbor call logging, state and national Do Not Call lists, Caller ID and more.
Real-time quality monitoring	Pre-integrate the *Interaction Supervisor*™ plug-in module for real-time workflow, campaign, agent and system views that provide tabular or graphical presentation and data range alerts. Also listen in on and record agent calls on-demand.
Call activity reports	Utilize pre-built reports or create and customize new reports to ensure regulatory compliance. Interaction Dialer's agent utilization reports are graphical, allowing supervisors to quickly identify agents performing outside of their target range.
Tracking and recording	Tightly integrate the *Interaction Recorder*® module for multimedia recording, screen recording, and agent scoring, plus the *Interaction Tracker*™ application to archive complete contact and interaction histories with individuals.

Innovation. Experience. Value.

Interactive Intelligence® provides the most innovative products and services available today for the contact center, enterprise IP telephony, enterprise messaging, and self-service automation.

Solutions that are modular in nature, built with proven, award-winning products that push the edge of technology to deliver a truly best-of-class offering.

At Interactive Intelligence, it's what we do.

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