

CLICK-TO-DIAL EXTENSION FOR Case Manager

CLICK. TALK. RECOVER.

CUTTING-EDGE TECHNOLOGY

Telephony in the digital age

Voice over Internet Protocol (VoIP) technology, working in conjunction with Click-to-dial, allows for voice communications over the internet and is the future of low-cost, high-gain dialing campaigns.



MAXIMISE EFFICIENCY

Streamline agent activities

Avoid errors and stop wasting time retyping numbers from Case Manager into a handset phone. With Click-to-dial, a simple click is all that is required to start recovering debt.

CAPTURE QUALITY INFORMATION

Save dialed numbers and call outcomes

Dialed numbers and call outcome qualifications are automatically saved onto the current open activity and this information can be compiled as part of a report.



MONITOR SUCCESS

Record calls, motivate agents

Call recordings are automatically attached to the applicable case in Case Manager and can be used for training, quality assurance and compliance or reference purposes.

BOOST BUSINESS VALUE

Avoid system misuse

Click-to-dial prevents unauthorised personal calls and ensures that agents are dialing only for the good of the business.

