

DIALER EXTENSION FOR Case Manager

DRIVING AGENTS, ACCELERATING RESULTS

INTEGRATED AUTOMATION

Capturing quality information has never been easier

Accepting a dialer call results in an instant search & display of the correct case in Case Manager. The correct dialer phone call activity is automatically loaded onto the case and the agent will not be able to continue before the case is qualified with the relevant outcome.



INCREASED PRODUCTIVITY

Streamlining dialer campaigns

Automated dialing is a fast and efficient way of reaching many clients in the shortest possible time. In so doing, this kind of technology drives efficiency and profitability, and streamlines call activities for optimal performance and productivity from call centre agents.

CRYSTAL CLEAR REPORTS

Effortlessly evaluating success

Generating reports on all outbound phone call activity, including analyses of all the numbers dialed and agent productivity, is flexible, fast and easy.



EXTRACT, TRANSFORM AND LOAD

Upload case data in double-time

Exporting the relevant case data from Case Manager to the automated dialer program is simple and fast and ensures that the communication process between Case Manager and the automated dialer is streamlined and efficient.