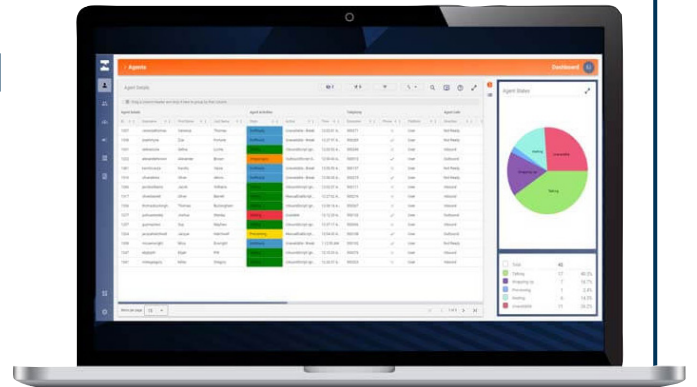


# MiContact Center Outbound Benefits & Features

Proactively reach your customers and prospects to improve loyalty and uncover new revenue opportunities.



## Benefits



### Dynamic Lead Management

Intelligent lead management with visual data segmentation and advanced call recycling tools ensure leads are handled appropriately and allow managers to adjust campaigns on the fly without any downtime.



### Free Your IT Department

Inbound and outbound workflows with easy-to-use, visual programming interfaces remove the administration burden from IT and empower managers and supervisors.



### Optimise Efficiency

Actionable insights and reporting ensure that your contact center runs at optimal efficiency while uncovering buying patterns to boost sales of additional products, services, and upgrades.



### Increase Productivity

Automate outbound dialing to double agent talk time with advanced, patented predictive dialing.



### Ensure Regulatory Compliance

Remain fully compliant with local regulations with a self-pacing dialer that keeps abandoned predictive calls within the legally permitted levels automatically, without the need for administrator intervention.

## Features

- Advanced, patented predictive dialing
- Real-time dashboards and historical reports with actionable insights
- Blending of lists to deliver varied work to agents and still adhere to campaign-specific SLAs
- Intelligent lead management with visual data segmentation
- Campaign strategy and call recycling rule management
- Automated data imports from files, spreadsheets, and databases
- Inbound and outbound workflows with easy-to-use, visual programming interfaces
- Manage list quotas to stop delivering records when certain conditions are met
- Advanced contact parameters (try each record once before making a second attempt or save untried record when no retries are to be made)
- Choose when to link a record to an agent (i.e., when agents are incentivized through commission) or when to release the link (i.e., when agents go on holiday)
- Agent scripting, action prompts, and CRM screen pops
- Flexible report scheduling and notifications