



# CT Predictive Dialler

## Technology giving you the edge

**REALCONNECT'S CT PREDICTIVE DIALLER** is a highly intelligent predictive dialling solution that dramatically increases agent talk time for outbound call centres.

Are YOUR agent's wasting hours with unproductive calls - voice mails, no answers, engaged tones, answering machine, fax signals, etc...?

Rather use a system that will dial faster than your agents ever could and presents them with live calls.

It takes about **30 seconds** to manually dial a phone number and let it ring four times. On average, for every one hundred calls dialed, only fourteen result in a connection to the correct person.

The others?

- 30 voice mail / answering machine
- 25 no answer
- 14 answered, but by wrong party
- 10 Engaged
- 5 supplier recorded message – this person is not available on the network
- 2 fax lines



**A dialler will ensure that your agents only deal with live calls!**

### How it works

The **CT DIALLER** dials calls out of a client database and automates the handling of failed calls. Only live "human" calls are put through to the agents.

- ▶ Only live "human" calls are put through to the agents.
- ▶ The dialler will screen out
  - ✓ unanswered calls
  - ✓ busy lines
  - ✓ answering machines
  - ✓ fax machines
  - ✓ voice mails
  - ✓ invalid numbers
- ▶ CT Dialler will reschedule these calls till contact is made or maximum retries are reached.

**AGENTS RECEIVE MORE LIVE CALLS**

**= HIGHER CLIENT CONTACTS**

**= FAR MORE SALES/DEBT RECOVERIES**

**= INCREASED PROFIT.**

### Benefits

✓ **Less idle time.**

Agents receive a continuous stream of live calls from the Dialler. Thus, agent idle time is reduced to the bare minimum.

✓ **Increased productivity.**

Agent talk time is drastically increased. Agents will achieve a higher success rate based on their ability to reach more contacts.

✓ **Real-Time Flexibility.**

Contact centre supervisors can alter campaign and business rules "on the fly" based on **real-time agent activity monitoring** and information from **real-time reports**.

✓ **Managers receive service level alerts.**

✓ **Run multiple campaigns simultaneously.**

✓ **Full dialler contact result information is constantly available for each campaign.**

✓ **Powerful and flexible dialling options are available – preview, power and predictive dialling modes.**



**100% South African Company**



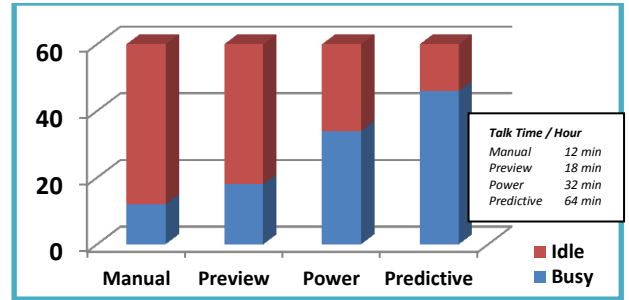
# CT Predictive Dialer

## A comparison of Dialling Systems

Typical statistics in table below show the advantage that predictive dialling has over other conventional methods:

	Manual	Preview	Power	Predictive
Agent talk time %	10%	20%	40%	90%
Attempts/hour/agent	30	50	200	550
Connection/hour/agent	5	10	20	50
Sales	Very Low	Low	Med	High

Source: **REALCONNECT** Client Information – normalised to a standardised call time



## Campaign Management

The **CAMPAIGN MANAGER** application places full control over creating, changing and stopping campaigns in your hands. You no longer need to rely on an IT department for these functions.

- ✓ Create your own campaigns.
- ✓ Import you own leads/matters from Excel, Access (also other databases), and text files.
- ✓ Manage and change dial factors on the fly.
- ✓ Move and copy leads between campaigns.
- ✓ Export sales/debt collection data to .csv files.
- ✓ Extract comprehensive reports.

## Comprehensive Reporting

SubCampaign	Total	Unouched	Rescheduled	Agent	Done	To Verify	Verified	Other
31 DEC - 02 JAN ...	0	0	0	0	0	0	0	0
Verification Campa...	816	228	8	527	49	0	0	4
<b>Total</b>	<b>816</b>	<b>228</b>	<b>8</b>	<b>527</b>	<b>49</b>	<b>0</b>	<b>0</b>	<b>4</b>

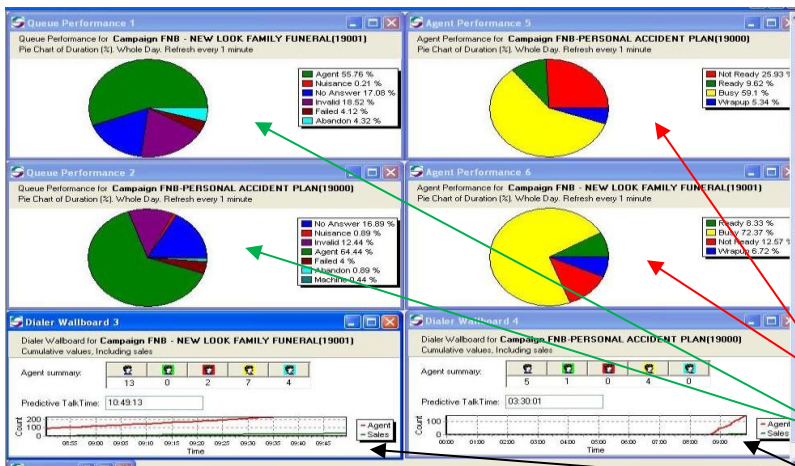
Lead Status Report by Campaign and Sub-campaign

Date	Total Dialed	Agent	Agent %	No Answer	Abandoned	Busy	Invalid	Nuisance	Answering...	Fax
2014-01-16	22	17	77	5	0	0	0	0	0	0
2014-01-17	50	24	48	14	0	3	1	0	4	0
2014-01-20	53	27	51	15	0	0	1	0	3	0
2014-01-21	58	26	45	16	0	1	5	0	9	0
2014-01-22	62	28	45	26	0	3	0	0	4	0
2014-01-23	91	30	33	46	0	0	2	0	10	0
2014-01-24	89	33	37	38	0	0	5	0	11	0
2014-01-27	52	22	42	22	0	0	3	1	2	0
2014-01-28	43	19	44	11	0	0	3	1	6	0
2014-01-30	80	34	42	28	0	1	2	0	13	0
2014-01-31	101	32	32	46	0	1	2	0	15	0
2014-02-03	35	25	39	27	0	2	0	1	6	0
2014-02-04	80	29	36	34	0	1	2	0	2	0
2014-02-05	35	13	37	19	0	1	0	0	0	0
<b>Total</b>	<b>881</b>	<b>359</b>	<b>41</b>	<b>347</b>	<b>0</b>	<b>13</b>	<b>26</b>	<b>3</b>	<b>85</b>	<b>0</b>

Dialler Performance Report per Campaign

## Real-Time Information

**CC VIEW** affords call centre management a real-time view of queues, agents and dialler performance. You can select what information you wish to have displayed. Based on the information provided, campaign rules can be changed or additional agents can log into the campaign. All of this can be done "on the fly".



Agent performance data for two separate campaigns

Queue performance data for two separate campaigns

Dialler performance data for two separate campaigns