Cloud Dialer

Evolve Contact's Cloud Dialer is built with sophisticated outbound dialing technology that is designed to increase productivity and enhance customer experience. The variety of dialers that Evolve IP offers helps improve agent's efficiency and conversion rates. Also, it allows managers to easily manage multiple outbound calling campaigns and enjoy a more satisfied customer base.

EVOLVE IP
THE CLOUD STRATEGY COMPANY™

Maintaining a higher average of quality calls per hour while eliminating downtime has become absolutely critical for organizations to ensure a high level of business efficiency and customer satisfaction. Evolve Contact's Cloud Dialer provides organizations with easy-to-use dialer tools that allow agents to make more calls, to manage high call traffic, generate greater sales and enhance the bottom line.

Why Evolve Contact's Cloud Dialer?

Evolve Contact's Cloud Dialer allows managers to create, deploy, and monitor multiple outbound calling campaigns by simply dragging and dropping custom parameters. Once campaigns are launched, Evolve Contact uses predictive dialing, power dialing, and progressive dialing modes to increase the efficiency and effectiveness of outbound call traffic. For agents, Evolve Contact's easy to use softphone contains everything needed to make calls, review and record customer information, and utilize omni-channel features such as texting and email—all through a single interface.

Cloud Dialer allows businesses to make significantly more quality calls and in less time, thereby increasing conversion rate, customer satisfaction and ROI

Cloud Dialer Features

Evolve Contact includes advanced features that enhance outbound dialing operations with the ability to balance between business goals and workforce efficiency:

- Import calling list files (Excel or CSV)
- Run multiple campaigns
- Unique Caller ID per campaign
- Prioritize simultaneous campaigns
- Real-time monitoring of active campaigns
- Real-time campaign management console
- Do Not Call (DNC) compliance
- Blended agents
- Answering machine, no answer, busy, etc. detection and logging
- Agent screen pop with calling list data
- Robust reporting

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Evolve Contact's Unique Set of Dialers:

Here are the dialers that Evolve Contact offers for different purposes:

- **Power Dialer:** With our preview dialer, your agents can make more calls, in less time. Since agents are not wasting time manually dialing out and looking up customer information before each call, more time is spent connecting to live prospects. Moving efficiently from call to call, your agents will experience improved contact and conversion rates and greater sales.

- **Preview Dialer:** With a preview dialer, your agents are able to have more personalized customer interactions. Since they can preview customer information before dialing out, they are able to prepare for each call. Customers enjoy receiving calls from agents that talk to them in a familiar way. And managers will enjoy a more satisfied client base.

- **Predictive Dialer:** Evolve Contact's predictive dialer is made for high volume contact centers where efficiency and speed are most important. It increases the productivity of the contact center in two ways. First, it uses an algorithm to learn how many calls your contact center can handle, and how often. With this information, it can predict agent call length so that when your agents finish a call, there is another call waiting. Second, it screens every call before handing it off to the agent, filtering out unreachable destinations such as answering machines, voice mails, faxes, or wrong numbers. Since only genuine opportunities are transferred in, supervisors can ensure that call time is spent exclusively with live customers.

Campaign Inspection Report

Date of report: **5/23/2017 6:07 PM** Time frame: **4/3/2017 - 5/19/2017** Created by: **superuser**

Main Time Slice	Campaign Name	Dialer Type	Assigned Business Process	Dialing Attempts	Total Ended	Total Failed In Time Frame	% Total Failed In Time Frame	Failed Max Attempts Reached	% Failed Max Attempts Reached	Total Ended In Wrong Destination	% Total Ended In Wrong Destination	Total Succeeded In Time Frame	% Total Succeeded In Time Frame	Successfully Handled By Agent	Successfully Handled By BP	Total No Answer	Total Ended In Busy Tone	Total Ended In Fax Tone	Total Ended In Answering Machine	Total Ended In Callback Request	Total Ended In Unknown Error	Total Purged
2017 w14	Campaign1	Predictive	Dialer	11589	405	265	65%	233	88%	10	4%	140	35%	109	31	6362	361	787	3673	0	1	0
	Campaign2	Predictive	Dialer	26699	2633	1258	48%	553	44%	487	39%	1375	52%	1164	211	15846	419	621	7173	2	5	0
	Campaign 3	Predictive	Dialer	5351	1119	598	53%	22	4%	521	87%	521	47%	331	190	1772	827	69	1559	3	2	1
	Campaign 4	Predictive	Dialer	0	0	0	0%	0	0%	0	0%	0	0%	0	0	0	0	0	0	0	0	1
2017 w15	Campaign 2	Predictive	Dialer	25805	2829	2078	73%	1501	72%	298	14%	751	27%	617	134	15017	323	585	7034	8	9	0
	Campaign 3	Predictive	Dialer	24982	2803	1178	42%	140	12%	614	52%	1625	58%	1199	426	10795	2537	509	8319	11	8	0
	Campaign 4	Predictive	Dialer	2436	482	303	63%	96	32%	183	60%	179	37%	131	48	1088	16	50	796	2	2	0
2017 w16	Campaign 5	Predictive	Dialer	2433	257	139	54%	14	10%	117	84%	118	46%	72	46	908	249	146	872	0	1	0
	Campaign 2	Predictive	Dialer	17128	2046	1679	82%	1684	100%	45	3%	367	18%	323	44	9373	218	520	4964	3	4	111
	Campaign 6	Predictive	Dialer	4297	577	247	43%	7	3%	182	74%	330	57%	268	62	2148	142	126	1296	4	4	1
	Campaign 3	Predictive	Dialer	5615	576	509	88%	0	0%	2	0%	67	12%	1	66	2983	14	176	1865	0	1	0
	Campaign 4	Predictive	Dialer	31326	5388	3203	59%	2063	64%	892	28%	2185	41%	1727	458	13177	723	808	11189	28	13	71
2017 w17	Campaign 7	Predictive	Dialer	1355	603	498	83%	0	0%	385	77%	105	17%	85	20	274	19	16	442	0	1	400
	Campaign 5	Predictive	Dialer	2527	283	253	89%	239	94%	1	0%	30	11%	25	5	1080	43	198	923	0	0	0
	Campaign 2	Predictive	Dialer	953	418	410	98%	407	99%	1	0%	8	2%	7	1	356	47	9	122	0	1	0
	Campaign 6	Predictive	Dialer	9447	818	338	41%	6	2%	209	62%	480	59%	384	96	5056	207	380	2978	3	5	3
	Campaign 8	Predictive	Dialer	6140	874	549	63%	27	5%	384	70%	325	37%	241	84	2266	570	344	2084	0	2	4
	Campaign 8	Predictive	Dialer	2534	439	276	63%	9	3%	158	57%	163	37%	140	23	984	173	127	811	0	0	1