

# Outbound Performance Management

The Infinity Outbound Performance Management solution saves contact centres time and money when making a significant number of outbound calls.

It's a proven, cost-effective solution that uses Artificial Intelligence Techniques (AI) to automate outbound dialling, increasing contact rates, enhancing agent productivity and lowering costs, all whilst satisfying the latest regulatory compliance.



## Dialler modes

- **Predictive Mode** – Only answered calls are connected, optimising agent productivity.
- **Auto Mode** - automatically dials numbers and can leave an automated message or connect a customer to a live agent once the call is answered.

Our agents are able to work faster and more fluently because Infinity gives them easy access to all the information they need to answer customers' questions – all from a single unified desktop and dialler.

Sarah Leff  
Operations Director  
Interact CC

## Features

- ✓ Single interface
- ✓ Call blending
- ✓ Call scheduling
- ✓ Campaign management
- ✓ Built-in OFCOM compliance
- ✓ Call recycling plans
- ✓ Reporting and real time statistics
- ✓ Multiple dialler modes
- ✓ Multiple numbers per contact

## Benefits

- Provides fully integrated reporting and real-time statistics, so supervisors can easily manage their teams and access call recordings
- Blends inbound calls, emails and chat into all available users and manages workloads based on priority
- Increases productivity by automating non-productive tasks, leaving agents to concentrate their efforts on talking to customers
- Improves customer service
- Reduces costs
- Supports 50 to 1000+ agents
- Flexible payment options enable you to scale your number of seats to suit your business needs.

## About Infinity

Infinity's technology and services unlock your ability to win customers, retain them and maximise their satisfaction by empowering you to deliver exceptional customer experiences, across multiple channels, with ultimate efficiency.

Infinity has more than 20 years' experience working with contact centres in several different industries, and our solutions are deployed across more than 12,000 users in 13 countries.

