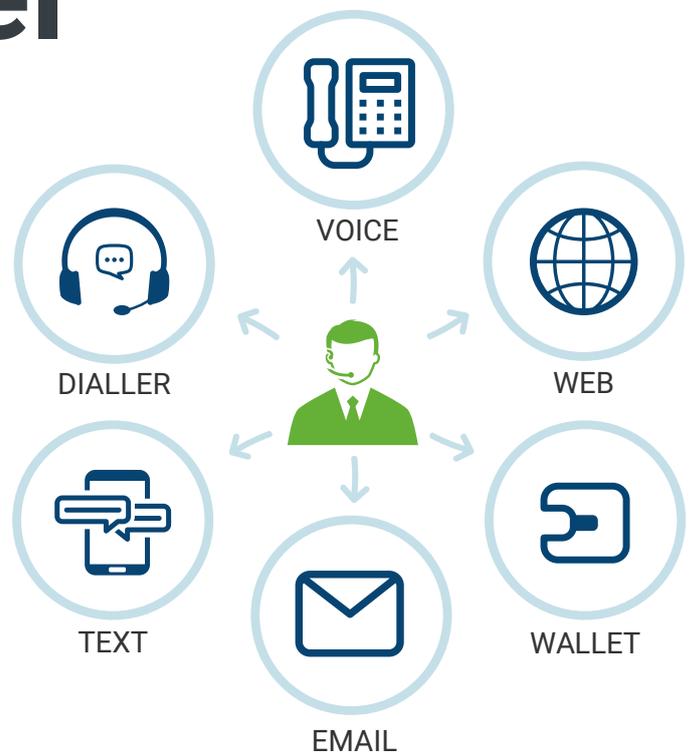


# Multi-channel

## Leverage multiple outbound channels

Create seamless, cross-channel conversations to increase customer satisfaction and eliminate repetition.

- **Voice:** Reporting on all calls made and full integration with our unified outbound list dialling system.
- **Dialler:** Predictive, Progressive and Preview dialling capabilities, seamless inbound/outbound and multi-channel blending support.
- **Email:** Automatic standard responses.
- **Web:** Chat sessions with agents, pre-defined text and transcriptions to customers available.



## Benefits

**Optimise campaign results** through effective pacing algorithm and optimum dialling rates.

**Maximise agent productivity** by automating tasks, it leaves agents to concentrate their efforts on talking to customers. Infinity can achieve a per-agent productivity of 45 minutes talk time per hour, whilst achieving an abandonment rate of less than 3%.

**Simplify compliance** by using an advanced pacing algorithm, it delivers compliance without sacrificing performance.



## Outbound is a key element of multichannel engagement

### Key Features

- ✓ Automatic Pacing Control
- ✓ Abandoned Call Handling
- ✓ Intuitive User Interface
- ✓ Performance under Compliance
- ✓ Rescheduling Callbacks
- ✓ Flexible Campaigns
- ✓ Multiple telephone number support
- ✓ User Assigned Calls
- ✓ Priority List Blending
- ✓ Flexible Call Selection Rules
- ✓ Importing Calling Lists
- ✓ Campaign Recycling Times
- ✓ Dynamic Call List Management
- ✓ Call Outcomes
- ✓ Call Recycling Plans

Infinity provides a dramatic increase in productivity for outbound calling. It can be fully integrated with existing applications and systems.

**Predictive Dialling:** models the performance of a campaign or list in real-time, understanding how many calls need to be made to keep users productive.

**Progressive Dialling:** only one automated call is generated for each agent. The progress of the call is tracked, and calls are automatically recycled for telephony outcomes. Progressive dialling can give great improvements in agent talk time, and is appropriate for B2B calls, where connect rates are high, but call durations vary.

**Preview Dialling:** the agent is presented with the details of the recipient they're about to call. Preview mode is beneficial where calls can be complex, as the agent has the ability to understand the data on the call recipient before the call is made.