Nextiva Outbound Contact Center

Increase contact ratios and improve sales for your agents, inside sales, and lead generation teams with automated dialer technologies and campaign management tools.

Outbound contact centers dial out to reach customers or prospects and are typically used when a sales team is prospecting for new customers. Outbound contact centers may utilize auto dialer and predictive dialing solutions to help maximize agent productivity by increasing the number of connections agents can make with customers.

Features

- ✔ Automated dialer technologies
  - • Predictive dialer
  - • Power dialer
  - • Progressive dialer
  - • Preview dialer
- ✔ Campaign and list management
- ✔ CTI screen pop
- ✔ CRM integration
  - • Salesforce
  - • Oracle/RightNow
  - • NetSuite
  - • Microsoft Dynamics
- ✔ Web callback
- ✔ Agent scripting
- ✔ Real-time DNC list management
- ✔ FTP data import
- ✔ Outbound call priority
- ✔ Disposition timers and redials
- ✔ Answering machine detection
- ✔ Automatic voicemail laydown
- ✔ Time zone rules dialing
- ✔ Vertical dialing mode
- ✔ List penetration dialing mode
- ✔ Local caller ID
- ✔ Quality monitoring
- ✔ Voice recording
- ✔ Standard and custom reports
- ✔ Remote agents

Increase agent connection and selling time

An auto dialer uses lists of phone numbers to automatically dial, request information from the call recipients, or to leave messages. There are many distinct types of auto dialers available for specific needs and uses.

Nextiva Contact Center offers several automated, outbound dialers to maximize your agent's selling time, so that they can close more sales:

- ✔ Predictive dialer
- ✔ Progressive dialer
- ✔ Power dialer
- ✔ Preview dialer

Automating marketing and sales activities

Nextiva's auto dialer solutions provide several features, each of which will help you achieve your outbound goals by automating your marketing and sales activities.

- ✔ Update dialing lists based on call outcomes, increase contact ratios with local (call) presence, and remain Telephone Consumer Protection Act (TCPA) compliant with Do Not Call (DNC) list management.

- ✔ Upload your company's supplemental DNC list to exclude phone numbers from your outbound call activities.

Multiple auto dialing modes

Maximize agent efficiency and increase right-party connect with a best-in-class dialer for sales, service, and collections.

✔ Enhance agent productivity and improve sales performance.

✔ Increase the amount of time your agents spend talking to real prospects, instead of dialing numbers.

✔ Preview previous customer/prospect contact info prior to dialing.

✔ Utilize flexible, integrated agent scripting with your outbound dialing for consistent call quality and meaningful customer engagement.

✔ Connect your outbound calls with your CRM for complete access to last contact, case history, opportunity, or lead.

Dialer advantages

Predictive dialing

Predictive dialing uses call progress and answering machine detection to identify when it reaches a live person and connects them to an agent. It monitors the call success rate and dials as many numbers as needed to ensure maximum resource occupancy.

✔ Triple the number of calls an agent makes every hour.

✔ Improves list penetration by dialing the next number until a call goes through.

✔ Increase agent talk time up to 40 – 50 minutes per hour while reducing operational costs with cloud-based outbound engagement.

✔ Enhance agent productivity by controlling dial pacing in real-time.
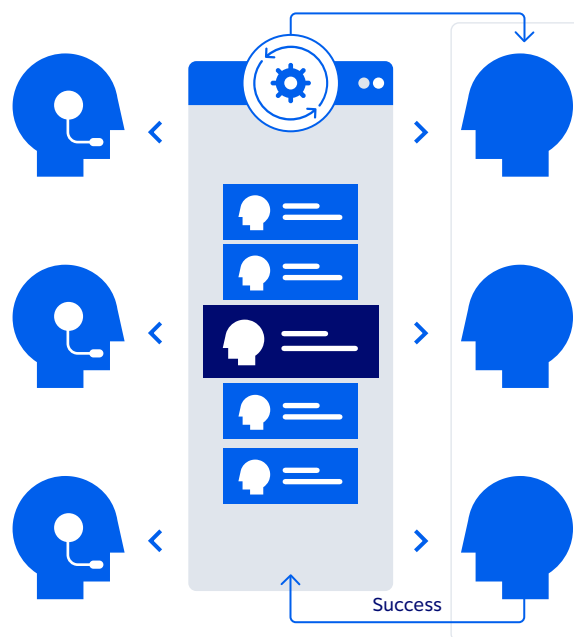
Predictive dialing can triple the number of calls an agent makes every hour.

Progressive dialing

Progressive dialing automatically dials the next number as soon as an agent becomes available. It relies on call progress and answering machine detection to minimize agent idle time and sets the amount of time available to review the customer information and avoid dead calls. Progressive dialing is highly effective for outbound campaigns, by reducing abandoned call rates, and setting the dialing based on the agent's availability.

Preview dialing

Preview dialing lets agents see a customer's details and context in real-time before connecting to a live outbound call. This dialing mode enables agents to review and familiarize themselves with the context of the customer relationship or the last interaction and automatically prompts agents and sellers to make the next best call. Administrators determine the amount of time the agent has for review before the system dials the next call.

- ✔ Enables auto-dialing while still retaining control over when to initiate calls.

- ✔ Increases agent talk time up to 15 to 20 minutes per hour.

- ✔ Allow agents to skip or reject a number and dial the next one on the list to drive favorable outcomes.

- ✔ Track real-time inbound call DNC requests to allow agents the ability to mark the calls and include them on the DNC list.

Power dialing

Power dialing enables manual control of the outbound dialing pace by automatically dialing a user-configured number of calls per available agent. Power dialing takes advantage of the benefits of automated dialing while leveraging all the campaign and list management features provided by the Nextiva Contact Center solution.
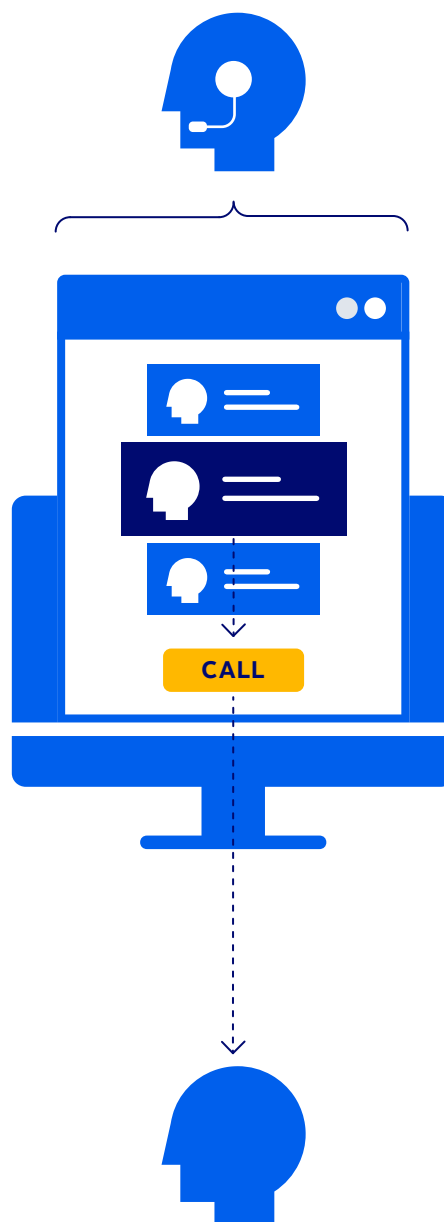
CALL

Use campaign and list management to make the right connections

The Nextiva Contact Center provides automated lead management tools to increase right-party connect efficiency.

✔ Connect with more live prospects with local caller ID.

✔ Improve lead nurturing with agent disposition time and redial features.

Vertical and list penetration dialing

Debt management and collection agencies can utilize Nextiva's vertical dialing feature for all four of our dialing modes. This allows each contact to be configured with three numbers while the Nextiva dialer prioritizes the best for live connections. Your dialer can also be configured for list penetration dialing, too, which enables the first number to be dialed for each contact.

Automated callback

Web callback is a feature that enables an immediate automated callback to be made to a website visitor. Nextiva Contact Center APIs enable any website to instantly maximize sales lead opportunities.

Maximize conversations

The Nextiva Contact Center boosts agent productivity by providing flexible, integrated agent scripting capabilities to be combined with your automated dialing modes. Scripted calls let administrators provide their agents with consistent talking points, questions, and agent responses for predictable, branching conversations every time.

Utilize quality monitoring and call recording features in the Nextiva Contact Center to further strengthen your agent's conversations with customers.

Real-time DNC

The Nextiva Contact Center makes compliance with Do Not Call (DNC) list legislation easy, as you can upload your company's DNC list and automatically exclude numbers from your outbound calling activity. Inbound DNC requests are automatically tracked and can be updated by agents in real-time.

Learn more at channel.nextiva.com/contactcenter