Dialler

The Dialler gives you the ability to create outbound call campaigns to a given list of contacts. When active, the Dialler will go through the list of contacts and call them automatically, connecting them to the available agents. When the agent is offered a call from a campaign queue, they are presented with information about the contact in the Agent Application. The agent can categorise each answered call, and optionally reschedule it for a more suitable time.

Agents are assigned to the Dialler campaigns based on their profiles and can be configured to answer only to the campaign queues or both outbound and inbound queues. Call Blending makes it easy to combine inbound and outbound calls in a seamless manner, with outbound calls from the Dialler list given lower priority than normal inbound calls.

The Dialler is highly configurable and supports different modes as explained below:

- Preview mode: calls the agent first, who can then review the details before making the call to the contact.

- Progressive mode: calls the contact first for each available agent.

- Power mode: calls the contact first and connects to the available agent when the call is answered. The admin can configure the over dial pace to reduce silent calls.

- Predictive mode: calls the contact first and connects to the available agent when the call is answered. In this mode, the dialler will predict, when agents will become available to pick the call using real-time data from the solution. This helps in minimising silent calls.

Dialler functionality increases the efficiency of the contact centre's resources. Please refer to the Dialler section for the user guide article.

For more details on Dialler, download the product sheet here:

Dialler Product Sheet.pdf