



Hosted Dialler

The CallCommander Hosted Dialler is cost effective, simple-to-use, and built for business.

Find out how you can benefit.

serviceteamit

CallCommander Hosted Dialler

Using a hosted dialler doesn't have to be an expensive and complex



OVERVIEW

With Serviceteam IT's CallCommander hosted dialler you can give your agents all the benefits of a fixed-site dialler, but it is accessible for use from any telephone or PC, anywhere in the world. CallCommander can be in place and working within 3 days of placing an order – the fastest dialling solution in the UK!

WHAT IS

CALLCOMMANDER?

CallCommander is a hosted dialler that has been built from the ground up for use in a hosted environment, this means you will receive the following benefits:

- Fast, cost effective set-up and maintenance
- No capital outlay
- Highly secure and low risk use
- Resilience and availability

Our hosted dialler is compliant with Ofcom regulations in relation to the use of automated calling equipment for Marketing, Debt Collection and Customer Service calls. CallCommander is capable of improving agent productivity by over 100%.



Solution Benefits

Cost-effective, simple-to-use, and built for business

CAMPAIGN MANAGEMENT

Every call made is given a disposition that will decide what happens next. Calls that are busy or unanswered will be automatically dispositioned by the system.

All answered calls will be manually dispositioned by the agent, there are multiple configurations for each disposition including; Wrap up time, managing call-back attempts, voice-mail messages, generating emails, moving calls between campaigns, call priority and many more. Call-backs through our hosted dialler can be configured in 3 different ways:

- Fixed delay (weeks, days, hours, minutes etc.)
- Specific time (for example, 4:40pm on Thursday)
- Intelligent call-backs (time window based)

Call-backs can be designated as user specific or not. User specific will be presented to the same user that arranged the call-back, non-user specific will be presented to the next free user who is assigned to the campaign.

APPLYING OUTCOME

CODES

After completing the call, the agent will be requested to confirm a final outcome code. Any outcome codes requiring immediate action can be set by the agent to deliver an email immediately to a supervisor. This process ensures that important tasks are completed without delay.

GATHERING CUSTOMER

INFORMATION

The system will store all the information logged by the agent. The data can be downloaded by the data controller for analysis at any time. Whilst speaking to the customer, the agent can view and edit scripts on the hosted dialler system and complete whatever tasks they are required to do, such as:

- Note positive and negative responses to questions
- Present and sell new products and services
- Set up appointments
- Chase any debt

MONITORING AGENT'S

PERFORMANCE LIVE

The Live Agent Viewer shows all agents logged into the system, their performance and stats so far for that day. This information typically includes the following statistics:

- Number of connected calls
- Number of appointments/sales
- Time spent on the phone

This can be used as an immediate source of information by the supervisor to identify training needs based on live performance statistics. Reports can be set up to deliver management information to different email groups within the business as a one off or at regular intervals.

RETURN ON INVESTMENT

With our hosted dialler your business's return on investment can be measured in months. Users of the dialler become more productive and efficient, couple this with the ability to access both historical and real-time agent reports and centrally manage calling campaigns and strategies and every lead can be efficiently followed up on.

PROGRESSIVE VS. PREDICTIVE DIALLING

Progressive dialling: Sets up a 1:1 call to agent relationship, the agent will wait for the phone to be answered on each call.

- Ideal for business to business calling, as the phone is normally answered quickly
- Can increase agent productivity by up to 100% when compared to manual dialling

Predictive dialling: Measures and analyses call variables including; ring-time, no-answer rates and average call duration to 'predict' when to set up the next call so agents are kept speaking to customers as much as possible.

- Ideal for residential campaigns as there are many variables that impact calls
- Increases productivity by a further 50% when calling residential campaigns (compared to progressive)

What do we specialise in?



CONNECTIVITY

The team have vast experience in finding the right connectivity solution that works for your organisation, including **Fibre Ethernet**, **Amazon or Azure Direct Connect**, and **Smart Networks** to simplify network management.



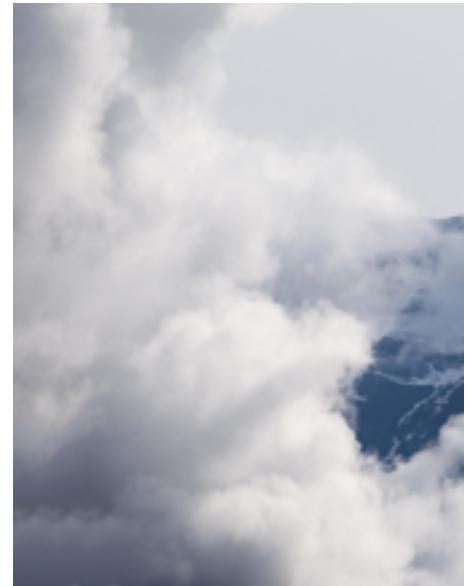
COMMUNICATION

Innovative ways to improve communications using the Internet and cloud are increasingly widespread. Serviceteam IT can improve voice, data, email, and document management with **IP Telephony**, **Exchange** & **Sharepoint**.



CONTINUITY

In the face of growing external threats, ensuring your business can continue operations is essential. Serviceteam IT can identify vulnerabilities and implement solutions that maintain **compliance**, **security**, and **continuity**.



CLOUD

Enhance productivity, communication, and scalability. Harnessing platforms such as **Amazon Web Services**, **Office 365**, and **Azure** for compute, storage & content, database, networking, analytics, management & reporting.

What can we do for you?

Serviceteam IT draws upon over 20 years of experience to design and deliver bespoke connectivity, network, and telecoms solutions for your organisation.

Serviceteam IT design and deliver sophisticated connectivity, network, and telecoms solutions. We get to know our clients inside out so we can design custom solutions with a single point of contact for delivery and management.

The objective is to simplify your business environment into an intuitive user friendly one where owners and senior managers have an understanding of their IT ecosystem and are comfortable that it is supporting the business.

It is our ambition to remove the mystery that surrounds IT and Communications so you have a clear understanding of what you are purchasing, why you are purchasing it and what benefits it will bring you.

This allows us to make the right recommendations to our customers to ensure that their IT and Communications is supporting their business strategy. Our services and solutions methodology exists to enable your IT and com-

munications consumption to find the best fit for your organisational needs, supporting your objectives, delivering value, and focusing on results.

If you would like additional information or would like to speak to someone about how you can benefit from IP Telephony, there are a number of ways to contact us:

☎ 0121 468 0101

✉ info@serviceteamit.co.uk



UNLIMITED

Unlimited SIP trunks, with the option to upgrade bandwidth to support more



RELIABILITY

Up to 99.999% uptime as guaranteed by Service Level Agreement



EXTENSIBILITY

Our infrastructure can easily grow, adapt, and scale with your business



CONTINUITY

Network designed with appropriate contingency options to ensure uptime



SUPPORT

24/7 support from our dedicated fault management team



RESILIENCE

A resilient connect to minimise downtime, delay, packet loss, & jitter



MAINTENANCE

Hardware maintenance included within standard service



COST SAVINGS

Do away with expensive hardware, switching, and set-up costs



COMPLIANCE

Full IPv4 and IPv6 compliance means you can continue to communicate.

serviceteamit



ADDRESS

Birmingham Research Park
97 Vincent Drive
Birmingham
B15 2SQ

CONTACT

☎ 0121 468 0101
🌐 www.serviceteamit.co.uk
✉ info@serviceteamit.co.uk
🐦 @serviceteamit