DATEL
Software Solutions, LLC

Automated Dialer

Functionality through Innovative Technology

Call SWEET! *live*

Automated Dialer Benefits

- Increased Productivity
- Improved Customer Service
- More Efficient Dialing

Automated Dialer in action…

- Set up your phone system to allow for callers who wait beyond an acceptable service time threshold to opt for a call back rather than continuing to wait. When they do, their number is automatically inserted into the queue of the Automatic Dialer for prompt callback.

- Agents can assign calls to the Automatic Dialer for callback using Disposition Codes. Depending on a calls outcome, this can be an extremely valuable tool to stay on top of sales leads and other customer service elements.

- Use the Automated Dialer to power through a list of phone calls that need to be made. With Automated Dialer, simply enable the function and kick your feet up and enjoy the constant flow of conversation! No dialing, no waiting…just efficient calling!

- The possibilities with Automated Dialer are almost limitless. Call DATEL today to learn how Automated Dialer can revolutionize your business processes!

Introducing Automated Dialer!

The Automated Dialer solution is a simple and affordable way to execute outbound calls. Automated Dialer makes calls from an agent's phone based on an imported list of phone numbers as well as numbers that are automatically added from abandoned calls. Numbers also can be assigned to the list through disposition codes and/or pre-defined settings. This feature greatly extends the functionality of the Call SWEET! Live platform.

- Import data from various programs and schedule specific dates and times for the numbers to be automatically called
- Define the time between each call to control the pace of the dialing
- Agents can see the reason for each call added to the list allowing for them to approach the call as informed as possible
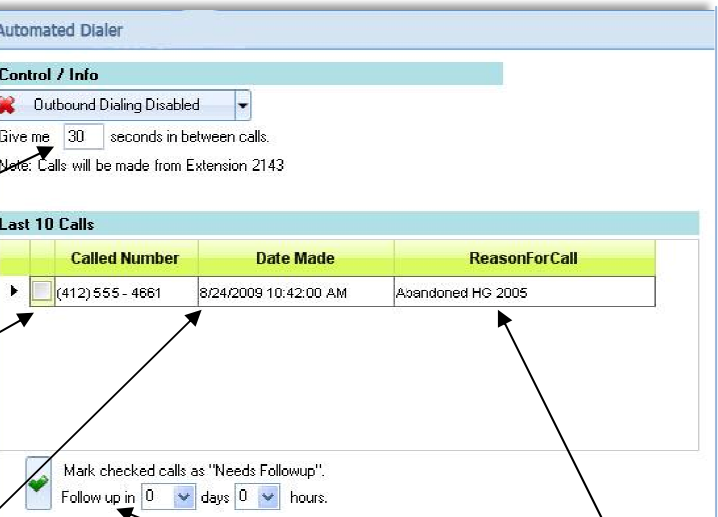
User-Friendly Platform

Enable or disable the dialer with a click of a button

Define the interval time between a completed call and the next call

Quickly scan through a list of calls that have most recently been dialed

	Called Number	Date Made	ReasonForCall
	(412) 555 - 4661	8/24/2009 10:42:00 AM	Abandoned HG 2005

Quickly identify call flow by easy to read time and date records

Select recent calls from the list and mark them for a follow-up call in a selected amount of time. The records are then reentered into the database accordingly

See what type of call each record is so as to handle it as well as possible

The Added Value of Automated Dialer

Employees are one of the most expensive resources; therefore, limit their idle time by having them handle automatically generated calls. Agents can quickly return a call of someone who was unable to stay on the line, providing them excellent customer service. Having all of the necessary numbers loaded into the dialer means agents won't have to waste time locating and dialing the correct phone number manually. Rather, the numbers are automatically queued to be called during the agent's next available idle state.