Call SWEET! *Live*

Disposition Codes Benefits

- Know when and know why!
- Improved Customer service
- Heightened Reporting ability
- Efficient Means for Billing
- Improved Organization
- Accurate Analytics
- Increase Agent Accountability

Disposition codes in action

- Use in conjunction with the Automated Dialer to redirect calls for a Callback.

- Use to assign billable phone time to the client or customer who initiated the call.

- Enter a specific Disposition Code to omit a phone number record in the case that the number is incorrect, disconnected, or inactive.

- Use to ensure each number that necessitates contact does, in fact, get called in an acceptable amount of time. Agents can enter the outcome of each call at its conclusion. Examples of this would be: sale closed, not interested, callback am, callback pm, callback weekend, etc.

Introducing Disposition Codes!

The Disposition Codes solution is a simple and affordable way to label calls coming into and out from your phone system. Disposition Codes allow users to define as many custom categories as desired and assign incoming and outgoing calls to these categories according to their disposition, purpose, or outcome. Disposition Codes can be used to fulfill a wide variety of functions from labeling the outcome of a sales call, all the way to assigning client account codes to calls for billing purposes. The uses and possibilities with this are virtually limitless!

- Label calls for follow-up, list removal, or any other action desired
- Assign calls for a callback in the morning, afternoon, evening, or weekend
- Refine calling lists by marking incorrect, disconnected, or inactive numbers

User-Friendly Platform

Most phone systems allow for disposition codes to be entered during the call by manually using the phone's keypad. Disposition Codes for Call SWEET! Live expands upon and simplifies this function by allowing the user to enter a code via a convenient screen pop at the conclusion of each call. This allows the user the luxury of ascertaining the conclusive outcome of a call prior to assigning a code. The end result of this is more detailed and accurate reporting as companies can now view statistics pertaining to the outcome of an agent's or hunt group's handled calls. Disposition Codes can also be used to assign calls for callback or insertion into Call SWEET! Live's Automated Dialer function.

The Disposition Codes screen pop will appear as an incoming call is handled or an outgoing call is initiated. The user can then select from a drop down list of custom defined labels that will serve to route and / or organize the call as desired by management.

The Added Value of Disposition Codes

Call SWEET! Live offers robust reporting, but with the addition of Disposition Codes, management can gain insights never before dreamed of. Supervisors can now determine which employees are most efficient at resolving support calls, or which sales agents had the highest closure rate. They can even obtain perspective over outcome trends of a particular calling campaign. These are but a few examples of the endless possibilities disposition codes offer.