What is predictive dialing with PIMSWARE ?

ABOUT

Predictive dialer software can continuously improve your communication strategies. PIMSWARE has been developing custom software solutions since 2005 and our enterprise class predictive dialer system is available as a standard software as a service (SaaS). The cloud-based dialer system eliminates the need to dial numbers manually; answering machines, disconnected numbers and operator intercepts are handled by the dialer, which improves an agent's productivity. Create more conversations for your agents using PIMS's adaptive algorithm designed to only deliver live calls to your team.

TECHNOLOGY BENEFITS AND FEATURES

Predictive Dialer

Predictive dialing or auto dialing places multiple calls per agent. If a number rings busy, is disconnected or doesn't get answered, the dialer dispositions it and continues to the next call. This technology is useful for any call center operation, lead generation calling campaign or marketing campaigns.

Getting started is easy!

1. Upload your call list or import from a CRM using FTP
2. Select the dial ratio function for how many calls to place per line
3. Create more conversations! On average 1 agent would only be able to place 80 - 100 calls manually per day. The dialer can increase that 5-fold or more. You can also leave a custom pre-recorded message when an answering machine is detected.

- Cloud-based hosted solution
- No minimum users
- Remote agents
- Unlimited outbound minutes to U.S. & Canada

- Up to 4:1 line ratio
- Multiple carrier SIP trunks with plenty of outbound channels to scale up & down as needed
- Blended campaigns allow simultaneous inbound & outbound calls

Web-Interface, CRM Screen Pops and Agent Scripting

The dialer has an easy-to-use web interface. Integrate with web-based CRMs to have a customer screen pop up when a call is answered. Your agent will have all the relative account information available to immediately assist that customer or prospect.

Add agent scripting per calling campaigns to ensure your agent feels comfortable getting the conversation started, while safe-guarding your organization in regard to any legal compliance. Scripts can be detailed with every word that should be spoken in any given situation, or be a simple outline that person can follow to prevent them from hunting for what to say. Agent scripting can also drive brand consistency so that each customer or prospect receives a great experience when on a call with any agent at your organization.

- Unlimited call lists
- Campaign & list management
- Do not call lists
- Role-based user permissions

- Next agent call settings - adjust to find the optimal productivity for your firm
- Training & technical support

Call Recording

The dialer can automatically record all calls. Additionally the dialer can be set to on demand record by agent allowing the agent to start and stop the recording at any time during the call for compliance purposes. This is useful if the agent needs to take a credit card for a payment or any other activity that cannot legally be recorded.

Compliance and Reports

All calls, call statuses and agent time breakdowns are logged for record keeping compliance. The dialer has options for a drop timer with safe-harbor message and variable drop call percentage for FTC compliance.

- Web-based data exports
- Real-time campaign display screens

- Several real-time and summary reports available
- Ability for manager to listen in on agent conversations
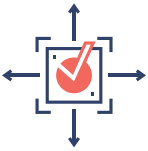
Customizable, Flexible and Scalable

Several features of the dialer can be customized to meet your business goals and needs. You can easily scale up to hundreds of seats.

- Create as many dispositions as you need. Use different dispositions for each campaign to select a disposition for each type of call the dialer is making.
- Set system wide do not call lists or activate a do not call list per campaign.
- Dial with custom time zone restrictions per state and per day of the week.
- Local presence dialing can be customized to display a caller id that matches the area code of the number being dialed.

Sales and Marketing Solutions
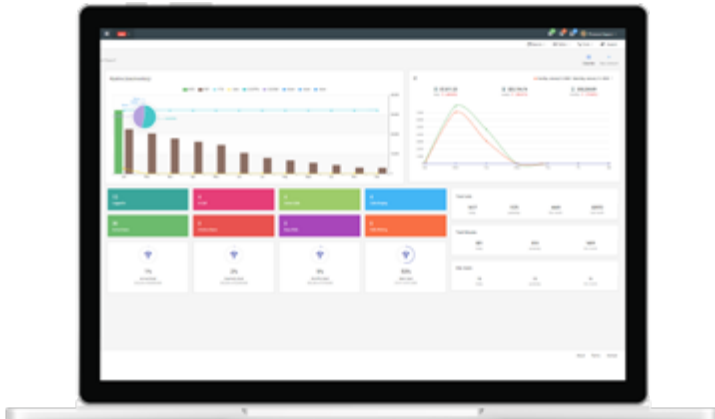
How to boost your outbound communications:

Customer experience is explicitly linked to brand experience and continuing that engagement drives brand awareness. Use the dialer to run any call campaign for sales, market research or general brand updates for leads or current customers. We have put together some ideas for different use case scenarios in different industries.

Fundraising Campaign

Non-profits and alumni associations may spend hours calling donors and alumni to raise money or interest in an event. The predictive dialer could make these calls for your organization and increase the numbers of connections made in a day. The dialer will detect answering machines and leave a message with a call back number. Use scripts to create a targeted message for each calling campaign for your representatives to read.

Real Estate Lead Call Back Campaign

Imagine receiving inquiries on the web for a listed property. These leads can go straight into the dialer and you can run a campaign to update the leads with the latest information about that listing. Schedule a call when the property is sold to keep in touch with those contacts about other listings available they may be interested in.

Political Campaign

If you are a new candidate your main initial strategy should be awareness. You may be running ads for an event or to raise support. Follow up with a calling campaign and actually connect with those people who are interested in supporting you, but don't dial those numbers manually! Use the dialer to create more conversations.