

Advanced List Management

Hosted Call Center Solutions



In order to generate the maximum return from your outbound calling efforts, you need highly refined and very flexible targeted calling lists. USAN's Advanced List Management is an enhanced contact list management tool that helps you easily develop, deploy and analyze sophisticated contact strategies to increase your contact success rates and optimize your sales and/or collections productivity and results across all communications channels — voice, email, the web, fax, SMS, and more.

Maximizing Campaign Performance While Increasing Results

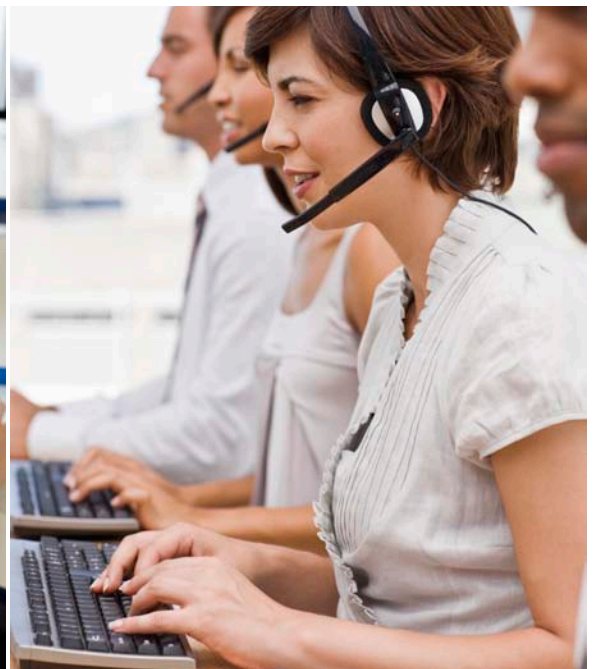
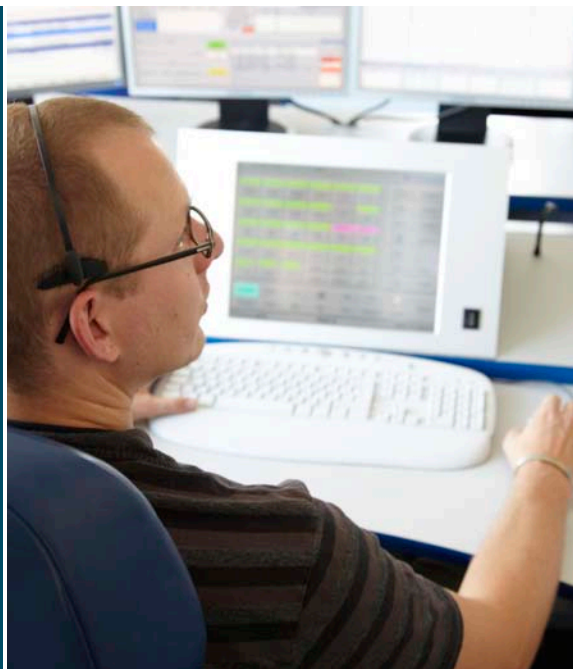
USAN Advanced List Management enables you to strategically develop multichannel campaigns to increase results, centralize list administration, and manage outbound activities across channels and across the organization.

Advanced List Management is an important part of the hosted contact center solution. Whom to contact and when to contact them is based on business rules that use information contained in Advanced List Management as well as in customer interaction histories. The strategy builder then generates the list and trickles the resulting records to the SaaS-based USAN Outbound systems — either to the Interactive Voice Response (IVR) or to an agent.

Advanced List Management helps define and save campaign business rules. The critical customer data that lives in the host system can be downloaded and stored for use by these rules. With Advanced List Management, campaigns will automatically start and stop based on the timeframes defined for each campaign. One or many campaigns can dynamically be running at a time to get the most out of the time of day. The results of each call are sent back to Advanced List Management in real time so it has the most up-to-date information about that customer and management can fine-tune strategies using the latest analytical data.

USAN Hosted Contact Center

- Over 20 years in hosting experience
- Best-of-Breed, Fully Functional, Integrated Contact Center
- USAN IVR
- USAN ACD
- USAN IP PBX
- USAN Outbound Dialer
- USAN Workforce Management
- USAN Quality Management
- USAN Advanced List Management



Delivering Quality Contacts Increases Agent Productivity

Advanced List Management enables managers to define strategies using intricate filtering and exclusion functionality. This level of complexity ensures agents are receiving high quality contacts via all channels — voice, email, the web, fax, SMS, and more — and that campaigns have high success rates. This reduces idle time and increases connect rates due to the effectiveness of the dynamic campaigns and the automated call flows.

The screenshot shows a web interface for managing real-time reports. At the top, there are tabs for 'Real Time' and 'Historical'. Below the tabs, there is a breadcrumb trail: 'Home > Manage Real Time Reports'. The main heading is 'Manage Real Time Reports'. On the right side, it says 'Real Time Reports 1 - 16 of 16'. The main content is a table with three columns: 'Name', 'Description', and 'Last Modified'. The table contains 16 rows of report entries, each with a blue link for the name, a description, and a timestamp.

Name	Description	Last Modified
AllListsActivity	ALL LISTS ACTIVITY	Mon 8/4/2008 7:08 AM
AllListsDispositionGroups	ALL LISTS DISPOSITION GROUPS	Thu 9/29/2005 7:33 AM
AllListsDispositions	ALL LISTS DISPOSITIONS	Thu 9/29/2005 7:33 AM
DialerListActivity	DIALER x LISTS ACTIVITY	Mon 8/4/2008 7:08 AM
DialerListDispositionGroups	DIALER x LISTS DISPOSITION GROUPS	Mon 1/23/2006 1:43 PM
DialerListDispositions	DIALER x LISTS DISPOSITIONS	Mon 1/23/2006 1:43 PM
JobActivity	JOB ACTIVITY	Mon 8/4/2008 7:08 AM
JobSummary	JOB SUMMARY	Mon 8/4/2008 7:08 AM
ListActivity	LIST ACTIVITY	Mon 8/4/2008 7:08 AM
ListDialerActivity	LIST x DIALERS ACTIVITY	Mon 8/4/2008 7:08 AM
ListDialerDispositionGroups	LIST x DIALERS DISPOSITION GROUPS	Thu 9/29/2005 7:33 AM
ListDialerDispositions	LIST x DIALERS DISPOSITIONS	Thu 9/29/2005 7:33 AM
ListDispositionGroups	LIST DISPOSITION GROUPS	Thu 9/29/2005 7:33 AM
ListDispositions	LIST DISPOSITIONS	Thu 9/29/2005 7:33 AM
ListSummary	LIST SUMMARY	Mon 8/4/2008 7:08 AM
TargetListActivity	TARGET x LISTS ACTIVITY	Mon 8/4/2008 7:08 AM

Securing Sensitive Customer Data

Ensuring customer data is safe in the USAN hosted environment is one of USAN's top priorities. With the USAN Advanced List Management solution, enterprises' customer data is protected and all risks are mitigated. A centralized, secure server and optional redundant systems route connections to any of the contact center locations in the enterprise.

Hosted Package Options

Advanced List Management enables you to leverage powerful outbound campaign and list management capabilities that bolster collections and proactive customer care strategies. The Advanced List Management package that will best meet your needs is determined by the scope and record management approach you wish to take to accomplish your outbound contact center objectives across all channels, including voice, email, the web, fax, SMS, and others.

The two SaaS-based package options are Core and Dynamic. In addition, an enterprise option is available as part of a disaster recovery package, allowing Advanced List Management to drive multiple dialing engines with failover.

With Core, businesses can talk to one host and are limited to the number of schemas, lists, targets and queues. With Dynamic, enterprises can manage records throughout the day, automatically run contact strategies, change real-time record workflow and improve scripting.

About USAN

USAN provides a portfolio of world-class SaaS contact center solutions to enterprises and carriers over a high-availability (99.999%), fully redundant infrastructure. The USAN platform in the cloud offers comprehensive products from automatic call distributor (ACD), interactive voice response (IVR) with speech, outbound dialer, workforce management, call recording to Vision reporting. Since the USAN platform is delivered via a Software-as-a-Service (SaaS) model, clients reduce costs and have the latest contact center technologies. To learn more about the USAN difference, visit www.USAN.com.



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