

Hosted Dialer Services



Hosted Call Center Solutions

Ideal for efficient, outbound call management that provides important information to customers and prospects — such as account alerts, travel advisories, payment status and more — USAN Dialer Services help execute more relevant customer interactions while maintaining lower costs and regulatory compliance.

USAN packages its cloud-based Dialer Services with Interactive Voice Response (IVR)-based advanced speech-recognition and touch-tone technologies to provide fast, easy ways for customers and prospects to access information in a self-serve manner or with assistance from live agents as needed. When integrated with the IVR, the system enables customers to interact with a menu of options and messages to conduct business and leave information that can be collected in a database and used by the enterprise for enhanced customer care and future calling campaigns.

The campaign management interface supports business rules addressing how courtesy calls should be managed while providing reports on aggregated and single-call cycles. Managers can set dialing windows, determine actions to take if there is a busy signal or no answer, and decide what action to take when a customer is contacted.

For advanced calling campaigns, USAN's Dialer Services employ pre-defined outbound calling rules to intelligently manage call volumes and match available agents to customers and prospects. With its automatic answering machine detection (AMD) capabilities, agents are only connected to calls answered by people. When answering machines pick up the call, USAN's AMD program can either terminate the call or leave a specialized message, different from what a human would receive. This ensures relevant information is conveyed in the context of how a call is answered.

USAN gives you the ultimate in flexibility while ensuring your organization is compliant with all dialing legislation including Do Not Call (DNC) and the Telemarketing Sales Rule (TSR).

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



Hosted Dialing Services

USAN offers a variety of hosted Dialer Services via its cloud-based contact center. These include:

Progressive dialing: Automated dialing technique that presents customer or prospect contact information to your agent prior to dialing the phone number, enabling the agent to review the data prior to the dialer automatically placing the call.

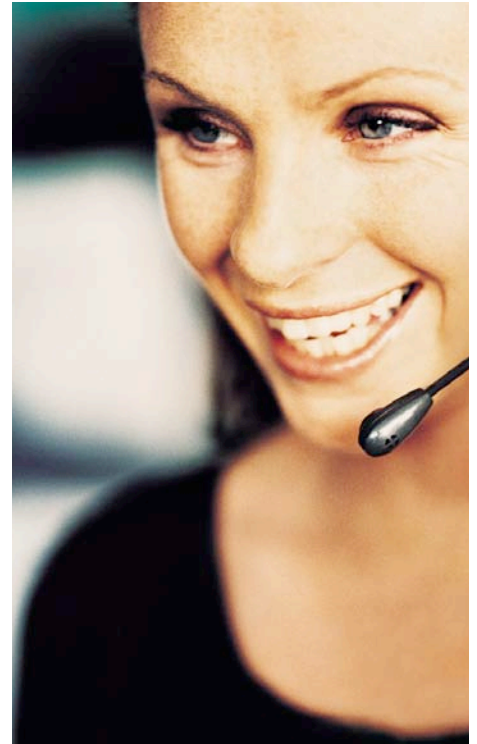
Predictive dialing: Outbound communication method in which numbers are dialed from a list independent of the status of individual agents. With predictive dialing, the system anticipates when the next agent will become available based upon key statistics such as average talk time, wrap time, number of calls required to contact a live person and more.

Preview dialing: While dialing from a list of numbers, the preview dialer presents the agent with information about the customer or prospect to be called and requires a response to make the call or not to make the call.

The Benefits of Hosted Dialer Services

Enterprises that employ a sound dialing strategy can reap many benefits and may see a pronounced decrease in incoming calls due to the proactive nature of keeping customers and prospects informed prior to them having to ask. Benefits include:

- Improved customer satisfaction and loyalty
- Increased collection rates
- Reduced cost per interaction
- Lower administration costs
- Increased agent productivity
- Improved sales results
- Reduced call center infrastructure costs
- Flexibility that enables agents to come and go from the agent pool without risk of abandoning calls



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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