



Courtesy and Predictive Dialer Services

USAN provides a comprehensive portfolio of hosted call center products – IVRs, ACDs and Dialers– built upon a fifth-generation carrier-grade infrastructure that delivers “five nines” of availability and 20 years of proven scalability.

Ideal for efficient, outbound call management that provides important information to customers and prospects, USAN Dialers help create more relevant interactions with enterprises while maintaining lower costs through automation.

USAN packages its Courtesy Dialer products with IVR-based advanced speech-recognition and touch-tone technologies to provide fast, easy ways for customers and prospects to access the information they need and interact with menu options or customer agents when they need them. 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 to do if an answering machine is detected or a customer is contacted.

Using live agents, the Predictive Dialer is ideal for more advanced levels of outbound call service. It employs advanced pre-defined outbound calling rules to intelligently manage call volumes and match available service agents to customers and prospects. And because of the automatic answering machine detection capabilities, service agents are only connected to calls answered by humans.



Enterprise benefits include:

- Automated delivery of messages
- Improved customer satisfaction and loyalty
- Improved collection rates
- Reduced cost per interaction
- Reduced administration costs
- Increased agent productivity
- Increased customer/prospect satisfaction
- Improved sales results
- Reduced call-center infrastructure costs
- Pacing algorithm to determine optimum dialing rate
- Flexibility that enables agents to come and go from the agent pool without risk of abandoning calls



About USAN

Since 1989, USAN has provided hosted call center infrastructure for some of the world's largest enterprise businesses and telecommunications carriers. USAN's hosted products and services eliminate the need for enterprises to "overbuild" their call center infrastructure and operations, which can be both costly and inefficient. Instead, with USAN's hosted solutions, enterprises can leverage USAN's innovative technologies, intellectual resources, and proven platform to provide enhanced service at costs lower than those associated with traditional, premise-based services. The combination of USAN's customization capabilities, innovative technologies, customer service, and robust switching platform, make USAN the provider of choice for hosted enterprise call center solutions.

