

# AVAYA CLOUD SOLUTIONS

## Outbound Dialler



Avaya Cloud Solutions (ACS), delivered by BT Wholesale provides a powerful predictive and preview dialler that incorporates lead management tools, campaign and script editor capabilities.

### Optimising outbound campaigns

This can be done in real time with Hosted Contact Centres with one of three advanced Dialler settings - Predictive, Preview and Auto-Preview.

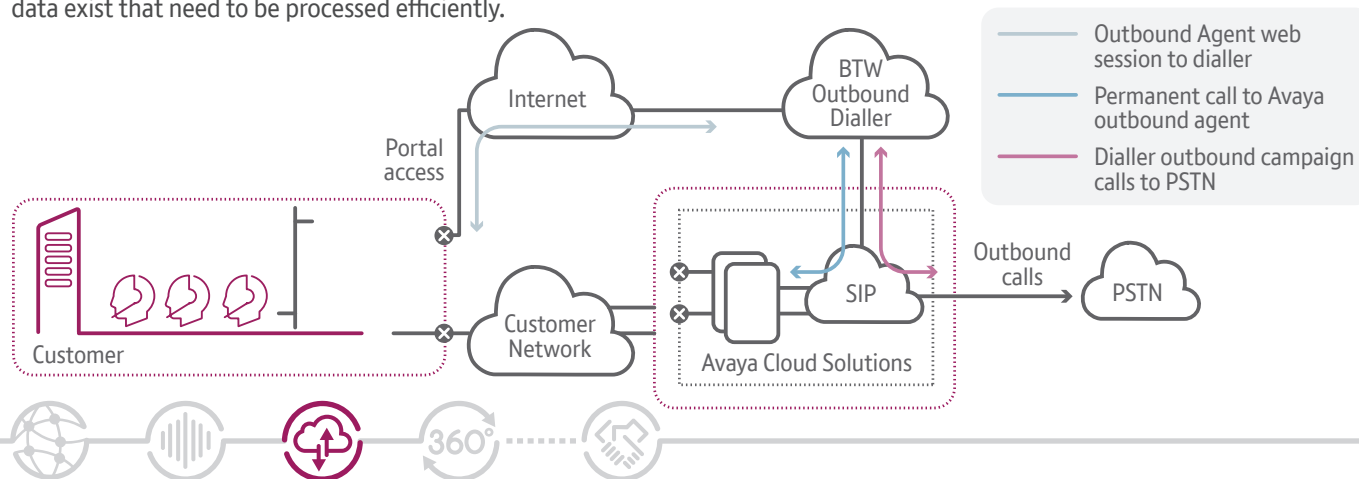
### Predictive

The innovative Predictive Dialler aligns live outbound campaign call ratios to agent call answering ratios. So if your agents are busy, it throttles back. And if they're super-efficient, it accelerates to deliver more connected customers.

Predictive dial mode can typically be used in Business to Consumer (B2C) campaigns where high volumes of customer data exist that need to be processed efficiently.

### Key benefits

- Predictive, Preview and Auto-Preview mode
- List management
- Customisable filters
- Agent scripting
- Real time queue management
- Real time reports
- Multi-number dialling
- List loader
- Call back scheduler
- CLI presentation
- Edit, start or stop outbound campaigns in real time
- Assign/edit list and agent priorities in real time.



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### Preview

If you want to give your agents more control then simply set the Dialler to Preview mode. The call information is presented to the agent first, and the agent initiates the call through the system once they are ready to speak to a customer.

Preview dial mode is typically used in higher value transactions where agents require preparation time prior to a call to familiarise themselves with the caller. Efficiency in this case is less important as the value of each successful transaction is far greater and thus justifies the lower dial ratio/speeds.

### Auto-Preview

If you want to limit the time agents spend reviewing information before calling, use the Auto-Preview mode to set a pre-defined time before the system calls a customer record.

Auto-Preview dial mode is typically used where a combination of both speed and value are required and/or companies want to have more control of their agents.

### Target customer

- Outbound dialling is a core business requirement as 62% of large (200 seat+) of UK Contact Centres engage in automated outbound contact across all vertical sectors
- Nearly half are looking at a technology refresh over the next 12 months (Contact Babel 2015)
- Sectors where proactive outbound calls is used, including Insurance, Outsourcing.

### Why BT Wholesale and Avaya?

- Avaya is one of the world's largest providers of contact centre and unified communications services
- BT Wholesale is the UK's leading wholesale communications business
- Customers have access to the full suite of Avaya Aura® Contact Centre and Unified Communications products, delivered over BT Wholesale's high-speed, high quality, managed Ethernet network (which allows us to provide you with service-credit backed guarantees)
- Your customers can access features and services that are normally only available to large enterprises
- Our solution enables you to harness our combined strengths without any capital investment.

With Avaya Cloud Solutions delivered by BT Wholesale, you can benefit from the combined reach and market share of both our companies, exploiting economies of scale, streamlined provisioning and configuration tools, based on a commercial model that will enable you to build innovative commercial deals for your customers.

**The best of both worlds: BT Wholesale and Avaya.**

**A cloud service that provides a clear route to growth and greater profitability.**



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Issue: 1\_0316

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