

prairieFyre OutBound Dialer

Optimize the Contact Center to Generate More Revenue

Every business is looking for strategies to generate more revenue. By transforming your operations into a blended contact center—where agents process both inbound and outbound calls—you will optimize the contact center to generate more revenue for your business.

Maximize Your Investment

The prairieFyre OutBound Dialer optimizes operations by creating a blended contact center. The OutBound Dialer provides a seamless integration to the Mitel Contact Center Management Software and provides the ability to leverage popular customer relationship management (CRM) application Databases, Excel, CSV or XML Data files facilitating the automation of outbound calling processes.

Optimizations Increase Agent Productivity

Contact center managers need to ensure agent resources are deployed efficiently at all times. Using the OutBound Dialer to create dialing campaigns, contact center managers can define conditions under which idle agents are prompted to make outbound calls thus maximizing their resources.

Vital customer information can be uploaded to the OutBound Dialer in Excel, CSV, or XML data files. These data files typically contain names, phone numbers, account information, and scripts for agents. For contact centers that require the OutBound Dialer to be integrated into a CRM or ODBC-compliant database, prairieFyre offers a Custom Development service.

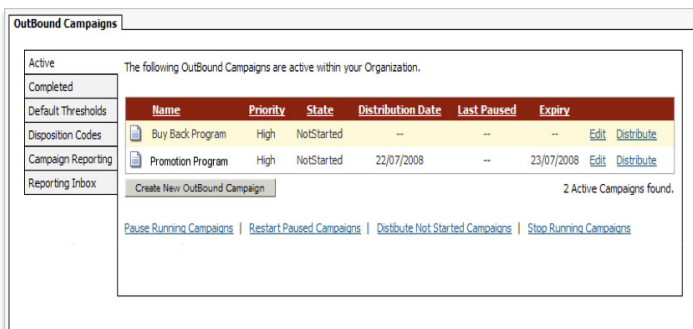
Within the OutBound Dialer's Campaign Creation Wizard, managers can define and assign outbound calls to agents based on agent groups, queues, or idle times. Agents are notified of outbound call assignments via a pop-up window and they can readily accept, decline, or requeue calls. By prompting idle agents to make outbound calls during periods of inactivity, your contact center's overall efficiency increases.

Could you benefit from the prairieFyre OutBound Dialer?

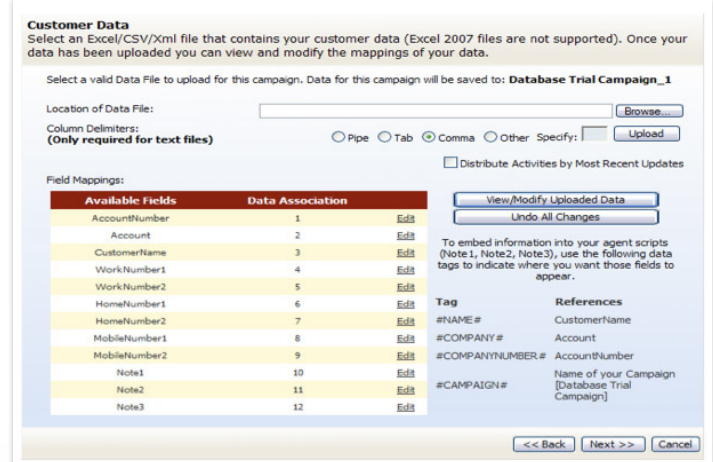
The prairieFyre Outbound Dialer integrates with Mitel Contact Center Management to streamline contact center workflows.

If this sounds like your contact center, your business may benefit from the OutBound Dialer:

- Requires outbound activities for collections or sales
- Provides business-to-business transactions with a high probability of call connections
- Is profit centered
- Has an established customer database
- Demonstrates a sharp rise in completed calls and/or completed sales during specific hours of the day and wants to maximize productivity during those hours
- Has a high turnover of your best agents



OutBound Dialer Campaign Management



Campaign Creation Wizard

Track and Report Call Activity

It's easy to track call outcomes with the OutBound Dialer. Using disposition codes, managers can define a wide variety of call outcomes, such as closed sales, requests for call backs, and messages left by agents. The flexibility of defining disposition codes enables managers to readily track and analyze customer call response.

The OutBound Dialer provides two reports. The Campaign Activity Report provides information on agent activity and the call success of individual campaigns. The Campaign Status Report provides detailed information on the agent activity, disposition codes, make busy codes, account codes, and requeue times of multiple campaigns.

The OutBound Dialer integrates with Contact Center Management to provide extensive reporting and tracking of individual calls and campaigns. This integration leverages the full reporting features of Contact Center Management, including Trace reports, and cradle-to-grave Lifecycle reports. Trace reports provide detailed analysis of call activity by call, agent, or reporting number. Lifecycle reports provide in-depth information on entire calls including call transfers and call notes.

Streamline Contact Center Workflow

The OutBound Dialer integrates with Contact Center Management to streamline work flows. A tabbed menu system and wizard simplify campaign setup and configuration. The OutBound Dialer monitors agent activities and service levels, initiating outbound call activities according to defined business goals.

Let the OutBound Dialer automate outbound call activities so your agents can focus on serving customers—and you can focus on the operations.

Call Activity Pop-up

prairieFyre OutBound Dialer Delivers Distinct Advantages

Features	Benefits
Add outbound call activity to your contact center	Optimize the operations; generate additional revenue according to business demand and strategy
Create, delegate, and schedule outbound campaigns with Campaign Creation Wizard; automate outbound assignments	Reduce management workload in order to focus on more critical tasks
Upload customer data and agent scripts in Excel, CSV, and XML formats	Provide better communications to your agents as to how, when, and who they call; as well as what they say
Create custom codes for reporting	Track agent handling and call outcomes with unique disposition codes
Generate reports on specific campaigns and agents	Gain a better, more complete understanding of campaign results and how agents process calls
Provide agents with call assignment pop-ups that include customer data and scripts	Ensure agents have the information at hand to serve customers efficiently and effectively, thereby delivering a better customer experience
Enable agents to requeue outbound calls with dates/times to offer, after unsuccessful attempts to contact customers	Increase agent productivity and the likelihood of contacting customers

Get More Information Today

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