Inference Dialer

Inference offers a number of solutions when it comes to dialers. Whether its click-to-call functionality, a power dialer or a predictive dialler that you are after, there is a solution that will work for you.

PROGRESSIVE DIALING

If you are looking for an automated progressive dialer where you engage the agent before placing the outbound call, we have two options to choose from. Inference Studio offers an on-demand campaign module that provides the ability to make outbound calls via an API call. You can integrate the API within your CRM system and trigger outbound calls to the call center from within your CRM. The behaviour of the call once an agent answers the call can be customized via a Studio task. The numbers of calls placed simultaneously can be throttled by configuring the campaign threads. This ensures that you don’t place a large number of calls at once and flood the contact center queue. The Studio on-demand campaigns can be used for Click-to-Call functionality that can be embedded within your CRM or contact center software.

A more sophisticated option is to use the React powered progressive dialer. This dialer will monitor your contact center and place calls only when there are idle agents available. This ensures that your contact center queue is not flooded with outbound calls that cannot be answered by agents. This is especially important in a blended contact
center that serves both inbound and outbound calls. The calls are placed using Studio so you still have control on the Studio task that defines the call behaviour once the call is answered.

**POWER DIALER**

Inference Studio’s list-based campaign module offers power dialing functionality to support high-volume call applications. It allows you to create campaigns via a simple web interface. You just need to upload the list of contacts you want to call, configure the campaign schedule and the call behaviour via a Studio task. The dialer can be paused or stopped anytime ensuring you are in control of your campaign. The dialer offers support to define after hours behaviour (pause or stop) for campaigns that span multiple days.

**PREDICTIVE DIALER**

Inference offers a cloud based predictive dialer specifically targeted for BroadWorks service providers and their customer contact centers. This dialer aims to reduce the average agent idle-time significantly thereby reducing the campaign duration. This boosts contact center performance as it maximizes the number of calls made per hour. The dialer utilizes sophisticated pacing algorithms that can compute how many outbound calls should be placed such that every answered call can be connected to a free agent. It offers significant improvement in agent talk time over progressive dialers while ensuring drop rate does not exceed a pre-defined threshold. Spend more time talking and less time dialing. The dialer has built-in TCPA compliance functionality so you don’t risk heavy fines for lack of compliance. It also offers local number presence and works in blended mode.

**OTHER FEATURES**

- **Real-time reporting**
  All the Inference dialing options provide real-time reporting and analytics so you can measure the success of each campaign. Real-time graphs display real-time stats such as current idle agents, calls in progress, abandoned calls, calls being placed.

- **No call costs**
  All calls are on-net so there is no additional call cost.

- **User-friendly interface**
  Makes it easy to setup and run campaigns. You can pause, stop/start or change campaign parameters via the user friendly interface.

- **Post call triggers**
  You can configure post call triggers such as an SMS or voice survey to rate the call, email report and automate many other back-office functionality.