

Predictive Dialler

Manage business calls with Automatic Dialler:

Predictive Dialler is an exclusive product offered by mConnect Omnichannel. It is an automatic dialler which will direct all the inbound calls to all the Agents who are available.

Never miss a Lead:

When you install predictive dialler, you will never miss a lead as the calls will be automatically directed to an available Agent.

Increase your Sales:

As it is an automatic dialler the marketing and sales team can make as many as calls possible to all the leads and convert them as customers.

Reduce Downtime:

Downtime can be reduced to a great extent by comparing potential lead list with internal whitelist data and blacklist category.

Automatic Redirection of Calls:

Predictive dialler enables to redirect calls to the Agent who has the appropriate skill-set. This enhances the user experience and in turn will bring about a good impression on your organisation.

The advantages of having the Campaign Feature:

Save all your business Contacts and Leads:

Create as many as campaigns that your commercial operation demands and store all your contacts and potential leads under each campaigns.

Manage all your Campaigns effectively:

Assign as many Agents as required to conduct the campaign. So that when an inbound call lands in, the call will be automatically directed to the available Agent.

Choose what to do:

There is an option to either accept the call or choose an action to be performed later. It is very helpful for the Agent as he can do a customer review and a follow-up.

Campaign Contacts:

Manage all your business contacts neatly organised under specific campaigns. You can also store your contacts under different categories to help in sales and marketing.

Increase Sales:

Give a call back to the interested customers and try converting a potential lead into an enthusiastic buyer.

Load Bulk Data:

Upload multiple contacts through CSV files. You can also download sample CSV files provided by us.

Get to know who is where?

Tuck in all your contacts under the Campaign to which they belong. This will help in saving time proficiently and to manage the contacts efficiently.

Show that you care for your customers:

To promote your business the Agent has to make calls. Yes it is understood. But how many times? And that too without irritating the customer at the other end. Even if a customer is interested in your product or service, he would not like to be continuously pressurized by your calls. He may be busy at work or driving or even taking a nap.

Omnichannel offers you to set Call Repeats. Say, Three Times. The Agent can make calls to a contact for three times and if there is no response, he can store it under **Invalid Campaign Contacts**.

Categorise your contacts:

The Agent makes continuous calls to promote the business and if the customer shows interest, he can store the contact in **Interested**. This will help in the follow-up. The Agent can come back to this contact at the time he has requested for a call back and can convince the contact to place an order. He can even explain about related products or create a nice impression by providing proper guidance about a service.

Manage time appropriately:

Sometimes it will happen that the Agent will make the maximum number of calls and still would not have got any response from the customer end. Such calls can be saved under **No Answer**. Later a review can be done, and the manager can decide the strategy to be followed next.

Respond to the reactions of your customer:

The Agents can save the contacts under **Answer** if he had guided the customer appropriately.

Track your customers:

Store the contacts who have requested the agent to call some other time in **Call Back**. It means that the customer has some interest which can be ignited through convincing campaign calls.

Save yourself from unnecessary suits:

Do not disturb the customers who are too busy. Sometimes people are not excited about marketing calls or rather get annoyed. They simply want to be left alone. They may even sue you for disturbing them. Omnichannel offers you the DND (Do not Disturb) feature to save such contacts. So, that the Agent will not make further calls to those contacts who are saved in DND.

Reset Your Contacts:

You can always get back your contacts under the campaign by resetting your contacts. This helps in managing the contacts efficiently and to save the time involved in doing the strenuous task.

Move to Campaign:

Move all the contacts saved under the different categories to the Campaign by just clicking on Move to Campaign.

For Help:

Go to **Settings** menu and click on **App Settings** sub-menu. Scroll down to **Help Manual**.