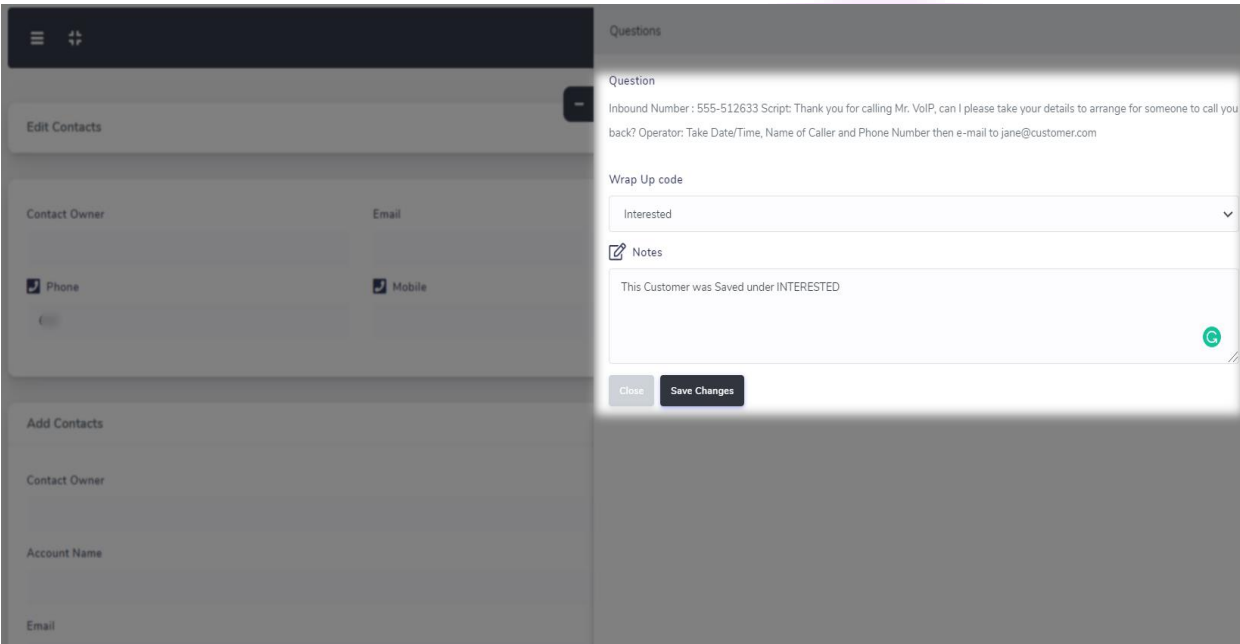


Predictive Dialer

Move Contacts to Specific campaign



The screenshot displays the mConnect Predictive Dialer interface. On the left, the 'Edit Contacts' form is visible, featuring fields for 'Contact Owner', 'Email', 'Phone', and 'Mobile'. Below this is the 'Add Contacts' section with fields for 'Contact Owner', 'Account Name', and 'Email'. On the right, the 'Questions' panel is open, showing a 'Question' field with a script: 'Inbound Number : 555-512633 Script: Thank you for calling Mr. VoIP, can I please take your details to arrange for someone to call you back? Operator: Take Date/Time, Name of Caller and Phone Number then e-mail to jane@customer.com'. Below the question is a 'Wrap Up code' dropdown menu set to 'Interested'. A 'Notes' section contains the text 'This Customer was Saved under INTERESTED'. At the bottom of the panel are 'Close' and 'Save Changes' buttons.

❖ How a Contact is set as Invalid Campaign Contacts?

- For every outbound call made by the Agent, the maximum **Call Repeat Time** would have been already set.
- In order not to exceed the maximum number of call repeat, the Agent after making an outbound call to a contact will add that contact in **Invalid Campaign Contacts**.

How to reset the Contact?

- If the agent clicks on **Contact Reset**, the contact that was saved in the Invalid Campaign Contacts will be moved to Campaign.

❖ How an inbound call is saved under Interested?

- When there is an inbound call, as and when a call lands in, the “+” symbol throws a pop-up.
- The Agent has to select **Interested** from the **Wrap-up Code** Drop-Down List.
- The contact will immediately get saved under the **Interested** submenu.

How to move the Contact back to Campaign?

- The Agent has to check on the contact that has to be moved to the campaign.
- And then, click on **Move To Campaign**.
- The Contact that was checked will be moved to **Campaign**.

❖ How an inbound call is saved under No Answer?

- When there is an inbound call, as and when a call lands in, the “+” symbol throws a pop-up.
- The Agent has to select **No Answer** from the **Wrap-up Code** Drop-Down List.
- The contact will immediately get saved under the **No Answer** submenu.

How to move the Contact back to Campaign?

- The Agent has to check on the contact that has to be moved to the campaign.
- And then, click on **Move To Campaign**.
- The Contact that was checked will be moved to **Campaign**.

❖ How an inbound call is saved under Answer?

- When there is an inbound call, as and when a call lands in, the “+” symbol throws a pop-up.
- The Agent has to select **Answer** from the **Wrap-up Code** Drop-Down List.
- The contact will immediately get saved under the **Answer** submenu.

How to move the Contact back to Campaign?

- The Agent has to check on the contact that has to be moved to the campaign.
- And then, click on **Move To Campaign**.
- The Contact that was checked will be moved to **Campaign**.

❖ How an inbound call is saved under Call Back?

- When there is an inbound call, as and when a call lands in, the “+” symbol throws a pop-up.
- The Agent has to select **Call Back** from the **Wrap-up Code** Drop-Down List.
- The contact will immediately get saved under the **Call Back** submenu.

How to move the Contact back to Campaign?

- The Agent has to check on the contact that has to be moved to the campaign.
- And then, click on **Move To Campaign**.
- The Contact that was checked will be moved to **Campaign**.

❖ How an inbound call is saved under DND?

- When there is an inbound call, as and when a call lands in, the “+” symbol throws a pop-up.
- The Agent has to select **DND** from the **Wrap-up Code** Drop-Down List.
- The contact will immediately get saved under the **DND** submenu.

How to move the Contact back to Campaign?

- The Agent has to check on the contact that has to be moved to the campaign.
- And then, click on **Move To Campaign**.
- The Contact that was checked will be moved to **Campaign**.

