



CASE STUDY

Best Time To Contact

Use Machine Learning to find the best strategy of contact for each individual client and improve your call center results.



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Beyond Predictive Dialing

Predictive dialing is a feature commonly available in many dialer solutions. It helps keeping your agents busy by calling clients even before other calls have terminated. **But are you calling the right number at the right time?**

Current software leaves contact priority up to chance which results in sub-optimal call sequences and bothers your clients in many ways: **Calls during work hours, repeated attempts during the same time-of-day, calling the home number while the client is away...** Sounds familiar?

Our product uses **state-of-the-art machine learning to find the best strategy of contact for each individual client**. By learning the patterns that are present on your call history, you can leverage this knowledge to improve your contact sequence, without having to manually configure rules or segments.

One of the major call-centers in Portugal adopted Strategic Dialing and obtained:

32%

Less Failed Attempts

15%

More clients reached

33%

Increase in E2E sales



We solve the complexity of finding the best time to contact each client and translate it into a ready-to-execute call.

How does it work?

Information



Call History

Previous attempts
Reschedule Time
Success rate



Geo Location

Timezone
Events & Lifestyle
Competition Zones



Demographics

Age
Socio-Economics
Share of Wallet



Product Usage

Context
Usage Hours



User Preferences

Preferred Contacts
Contact Schedule

1. By integrating information from the dialer's call history, user demographics and external data-sources **we predict which calls are likely to succeed.**
2. Using these predictions together with **heuristics, reinforcement learning and optimizers**, we formulate a dialer strategy that maximizes your business goals while respecting your operations' constraints.
3. The strategy is converted into a simple **priority list that your dialer imports** at the start of the day or is consumed online through an **API** that indicates which number to call next.

Objectives



Business Goals

Client Satisfaction
Sales & Revenue



Operation Capacity

Available Agents
Schedules & Shifts
Regulations



Machine Learning parses the information present in multiple data-sources and distils a ready-to-use dialer strategy that maximizes your business goals.

Want To Learn More?

Proof of Concept

Schedule a free consultation and get to know what Strategic Dialing can bring to your company.

About Us

Upper Delta provides consulting services on data science and machine learning.

With our assistance, our clients have been creating solutions for their business needs, ranging from churn prediction, product recommendation, failure detection and more.

We have professionals with diverse skills that can help you bring new projects to light, from conception to production.

Bring us your own challenge!



Get In Touch

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