



## Predictive Dialer Dossier



*Predictive Dialer Vídeo*

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## Predictive Dialer

It is a tool that supports efficient performance in the Call Center through a substantial increase in live connections. Our Predictive Dialer ensures that Agents connect with real people, which translates into more productive time.

The difference between an automatic dialer and a predictive dialer is that the latter has a control of all calls and statistically predicts when a free operator will remain, and when to make the call and how many calls to make. As the campaign is being carried out, it takes data from the calls that are being made and changes its statistical criteria to suit the duration of the call, the probability of success, etc.

In telemarketing campaigns, from a database, it is attempted to reach the largest possible number of people by telephone, for a survey, a seminar call, teleshopping, etc.

Predictive markers can be used to support multiple simultaneous sales and marketing campaigns. Applications for predictive dialing vary widely.



## Predictive Dialer

Neotel Predictive Dialer is an automatic call launcher that redirects the call answered by the customer against a group of agents.

No installation  
by the  
client.



Increased talk  
time for your  
Agents.

Both the agent and the supervisor  
access the system through an  
intuitive web panel.

The best way to optimize massive  
telemarketing campaigns from a  
database.



Monitoring module.  
(Whisper and Spy)



Statistical module to  
measure the productivi-  
ty of your agents  
and databases.



Synchronization with  
Google Calendar.

**Examples of use:** Surveys, telesales,  
call for seminars, etc ...

Price per **Agent 12€/month.**

