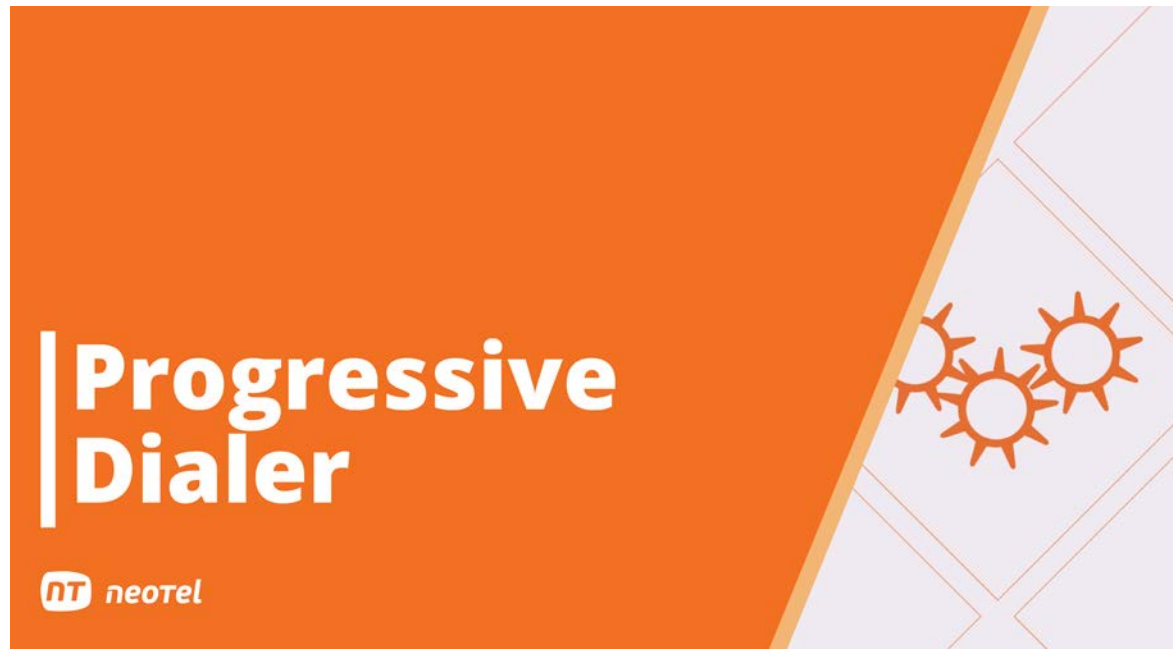**NT** neotel

Progressive Dialer Dossier

Progressive Dialer Vídeo

Progressive Dialer

The progressive dialer is an automatic call launcher in a sequential manner; Ie performs the tagging and is directly addressed to the agent.

This type of dialing launches calls when an agent is available, being less aggressive than a predictive one with its contacts but at the same time has all the advantages of the detection of busy lines.

Progressive markers are often very suitable for Centers with low or moderate volume calls, where they would not be able to gather enough information to reach reliable statistics.

In the progressive mode, the agent does not intervene in the dialing of the calls since these are done automatically, but the difference is that when the consumer answers, the agent will always be online. If the system is well programmed and planned, it can be very productive and efficient, obtaining good results, because it allows to discriminate the types of answer of the call, for example faxes, voice mailboxes, numbers that do not exist, etc. In addition, the talk time of each operator is less so the stress level is also lower, making management more effective. The progressive mode is ideal for telephone sales campaigns, so it is the most used in these cases.

Progressive Dialer

The Progressive Dialer automatically sequentially makes outgoing calls and transfers them to the assigned Agent.

Very suitable for centres with low or moderate call volume.

The Agent's talk time is less, so they have less stress and the management is more effective.

The progressive mode is ideal for loyalty campaigns, which is why it is the most used in these cases.

Price per **Agent 12/month.**

neotel

Control for your business