



➤ Hosted Predictive Dialer

Expand Proactive Customer Communications strategies with a comprehensive hosted dialing solution to cost-effectively drive more consumers into the contact center.

The SoundBite Engage™ platform includes a hosted predictive dialer which enables organizations to replace on-premise solutions, cost-effectively address capacity issues and support disaster recovery needs. The hosted offering is leveraged by large and mid-sized organizations that are looking to evolve from an on-premise solution to a cloud-based model, as well as business units and functional departments within larger organizations with little to no access to their existing dialer technology.

This complete hosted dialing solution, a component of SoundBite's comprehensive voice offering, boosts agent productivity, increasing customer reach and response rates. SoundBite uniquely offers a robust, multi-channel offering to complement its dialer which includes automated voice messaging, text messaging and email. As a result, contact centers can design sophisticated contact strategies to maximize the number of agent-to-customer conversations.

Advantages of a Cloud-Based Solution

Contact centers can cost-effectively maximize flexibility, optimize results and accelerate time-to-value with the SoundBite Hosted Dialer. Users benefit from the latest innovation, including regularly-scheduled roll-outs of new features and functionality, while mitigating the risks associated with making costly technology investments. No capital expenditure is required and valuable resources are not tied up with time-consuming deployments, creating immediate value for your contact center.



SoundBite's Hosted Dialer replaces or integrates with many of the components within the traditional contact center infrastructure, allowing organizations to take full advantage of a cloud-based solution.

Achievable Benefits

Increase Customer Contacts

Drive more conversations through automated dialing that connects agents to live parties while filtering bad numbers and answering machines. Launch an immediate Dialer Pass to re-connect customers after incomplete interactions.

Minimize Delays

Immediately connect live parties to available agents through an always-ready, open line connection. This minimizes delays in agents speaking to call recipients.

Increase Agent Productivity

Enhance productivity through an easy-to-use Web-based user interface (UI). Agents can view caller information as the call arrives and streamline conversations through the guided workflow.

Improve Contact Center Performance

Easily provision agent skill groups, monitor agent performance, and control abandon rates with dashboard management tools.

Optimize Contact Strategies

Measure customer engagement and agent productivity with real-time, comprehensive reporting. Business owners can leverage detailed and summary-level reports to identify new campaign strategies for improvement.

Accelerate Time-to-Market

Flexible web-based solutions for varying environments enable single and multiple site support. Integration to core systems provides consistent and comprehensive customer information.

Maintain Compliance

Ensure that contact strategies and methods conform to country, federal and state regulations as well as corporate mandates.

Key Features

- Multi-channel strategies
- Call blending
- Customer recovery contact strategy
- Predictive dialing
- Network and connection options (MPLS)
- Enhanced answering machine detection
- Secure agent UI and CTI modules
- Session transfer capabilities
- Custom call disposition codes
- Multiple pacing algorithms
- Campaign management tools
- Abandon rate pacing
- Agent utilization and call disposition reports
- Flexible report formatting
- Real-time reporting or scheduled delivery
- Flexible network connectivity options
- International support
- Fully-documented Web Services API
- Session recording
- Real-time suppression and filtering
- Time zone verification and safe dialing windows
- Preview dialing

About SoundBite Communications

As a leading global provider of cloud-based, multi-channel proactive customer communications solutions, SoundBite transforms the way organizations communicate throughout the customer lifecycle to build trusted, lifelong, and profitable relationships. Visit SoundBite.com for more information.