Hosted Predictive Dialing Solutions to Increase Your Call Center Potential by Ryan Scott

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Call centers have always been one of the most demanding industries of all times. Ranging from customer service to customer support, technical assistance to selling of products and services, financial, banking or insurance assistance to a company representation, and so onâ€¦, call centers provides an array of services to a wide range of industries across the globe.

In general terms, a call center is a place where a group of people makes and receives calls to provide support, customer service, as well as to sell the products and services. Person making or receiving the calls is referred as agent. These agents dialâ€™s or receives calls with the help of automatic dialers that are configured with the server, which dials the calls with the help of VoIP (Voice over Internet Protocol) services through internet.

Call centers are always searching for an effective dialing solution that allows them to increase business productivity and efficiencies. At the same time they are searching for a solution which incurs fewer overhauls. All these factors relates to a dialing solution that allows them to increase the call flow and agents calling capacity. They are searching for a solution that allows them to reduce the server downtime and allows the agents to increase their performance.

Outbound call centers, whose major business is to make calls to the customers and to sell the products & services, automatic dialers have always served as a good solution. However, most of the people involved in call center industry are aware about the limitations of automatic dialers. Out of many one of the major drawbacks is that automatic dialers are unable to screen the calls due to which the agents have to face a lot of unproductive calls such as answering machines, fax tones, busy tones, fax lines, etc. Ultimately, all these factors increase the server downtime, affects the productivity and business efficiencies in many ways. Overcoming all these flaws, hosted predictive dialing services have proven to be an optimal solution for todayâ€™s call center industry.

Hosted predictive dialing service or commonly known as hosted predictive dialer, dialâ€™s a list of telephone number just like automatic dialer but connects only the answered calls to the agent making calls. It screens and eliminates all the unproductive calls such as answering machine, fax machines, busy tones, busy lines, disconnected numbers, etc. It works on a computerized algorithmic calculation which calculates the number of logged-in agents, average call handling time by each agent, as well as the average time taken to answer the each call, and manages the call flow accordingly. This allows the agents to focus on their core calls more as they didnâ€™t have to spend their time disposing the unproductive calls.

Some of the major benefits of hosted predictive dialing service include:

1. Screens and eliminates all the unproductive calls.

2. Manages and adjusts the call flow based on the number of logged-in agents, number of free agents, average call handling time and average time to answer each call.

3. It automatically predicts when the next agent will be available to take the call and dials the call accordingly.

4. Based on computerized algorithm that reduces the server downtime and time that agent spends waiting between the calls.

5. Increases the productivity of the call center with effective and uninterrupted call flow.

6. And much moreâ€¦

Overall, hosted predictive dialing service proves to be the effective and optimal solution to increase the call center business efficiencies, productivity and potentialities.

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Ryan Scott - About Author:
RedCloud is a leading provider of a Hosted Predictive Dialing in Phoenix. Our feature rich predictive dialer can be used as a blended inbound/outbound ACD. To know more about our Hosted Predictive Dialing visit us at a http://redcloudinc.net/

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