

AUTO OUTBOUND DIALER (AOD)

NuSuara AOD's outbound dialing capabilities can create, manage, and monitor successful campaigns for sales, lead generation, collections, fund-raising, service follow-ups, appointment confirmation, and many others.

NuSuara AOD has full-featured campaign-based outbound dialing. For campaigns that simply require delivering a one-way message, no agent intervention is necessary, saving even more overhead expense. Once the call is connected, the AOD automatically plays a recorded message. Below are the examples of the use of AOD:

VIRTUAL GREETINGS

Virtual Greetings is a modern and personalised outbound call system that pre-records voice greetings for delivery to an indefinite number of recipients at any predetermined time.

24-HOUR EMERGENCY ALERT SYSTEM

NuSuara's 24-hour Emergency Alert System is a customised solution that enables authorised personnel to report emergencies at any time of the day, morning or night. Due to the unpredictable nature of disasters, such a solution will allow crucial information to be directed to the safety team immediately and simultaneously.

PAYMENT REMINDER

Payment reminders can be conveniently automated using the AOD.

Other applications include conducting VIRTUAL SURVEY and RVSP.

The Benefits

- Increased talk time leads to more productive agents
- Simplified list and campaign management frees up management to focus on keeping agents effective, not just busy
- Customisable call flow to cater for different business needs
- Flexible investment option; outright purchase or managed services (for specific campaign duration)

Advanced Features

ADVANCED DIALING ALGORITHM

- Program manager to set up outbound call programs which can be reused for multiple call schedules.
- Scheduler to monitor and administrate the AOD calling progress. It provides option to suspend and reactivate schedules in accordance to business needs.
- Option to set up multiple contact numbers for one subscriber which in turns allows the AOD to call the subscriber with alternative contact numbers when one contact number is not reachable.

REAL-TIME CAMPAIGN MANAGEMENT

- Dial List loader to facilitate the downloading or uploading of subscriber lists from backend systems for notification calls.
- Subscriber white list to filter calls for the selected subscriber.
- Each campaign is uniquely customised through full-featured campaign management.

DETAILED CAMPAIGN REPORTS

- Detailed report is generated for each campaign.

ANSWERING MACHINE DETECTION

- A specially developed response detection agent can detect responses from machines such as a voice mail system. This helps to reduce the likelihood of notification calls ending up in subscribers' voice-mail systems and increase the call efficiency via higher reach percentage to the subscriber in person.