



Outbound Campaign Manager (OCM)

Game Changer: Outbound Campaign Manager (OCM)

Our OCM has a distinct advantage over traditional dialers. It's very easy to use and requires no integration with your call center PBX or ACD.

OCM includes voice, text messaging, email and fax.

Coupled with our comprehensive Actionable Analytics reporting and Continuous Improvement Practice, we offer the most robust outbound solutions available anywhere.*

*A recent side-by-side client trial concluded that Contact Solutions completed outbound dials at a higher rate than another leading outbound solutions provider

It's part of our commitment to Continuous Improvement for our customers.

Overview

Outbound Campaign Manager (OCM) is Contact Solutions' fully integrated, flexible solution that helps you to manage the outbound demands of your contact center from a web based portal.

Now you can monitor and control your inbound and outbound programs from one location because we use the same infrastructure, reusing the same call flow scripts, whether the calls are inbound or outbound. In fact, we've made it so simple, even the pricing model is the same.

What it Does

OCM can play either a simple message or a fully interactive IVR script including speech recognition, text-to-speech and any integration with client host or third party data. It can connect the caller to a contact center agent and pass CTI information during the handoff, reducing live agent call times and improving the customer experience.

OCM is much more than just calling capabilities, it includes text messaging, email and fax, providing customers their channel of choice and widening your ability to reach customers with personalized communications using the right medium.

Our client facing web portal gives you control over call start and stop times and lets you control the number of simultaneous calls sent out in any time period. This allows you to regulate the flow back to your inbound call center. OCM gives call center managers the ability to control the amount of outbound calls each call center receives to balance call volume so that one location does not get inundated during peak inbound hours.

Our OCM has a distinct advantage over traditional dialers because it is very easy to use and requires no integration with your call center PBX or ACD.

All our outbound solutions are compliant with state and federal regulations. We're compliance experts: we host the Federal Government's National Do Not Call Registry.

Quick, Easy and Low Cost Integrated CTI

Outbound Campaign Manager can be integrated easily and affordably with off the shelf Cisco or Genesys software or Contact Solutions' own web services-based CTI solutions. CTI is offered to our customers at no additional cost as part of our Continuous Improvement Practice.

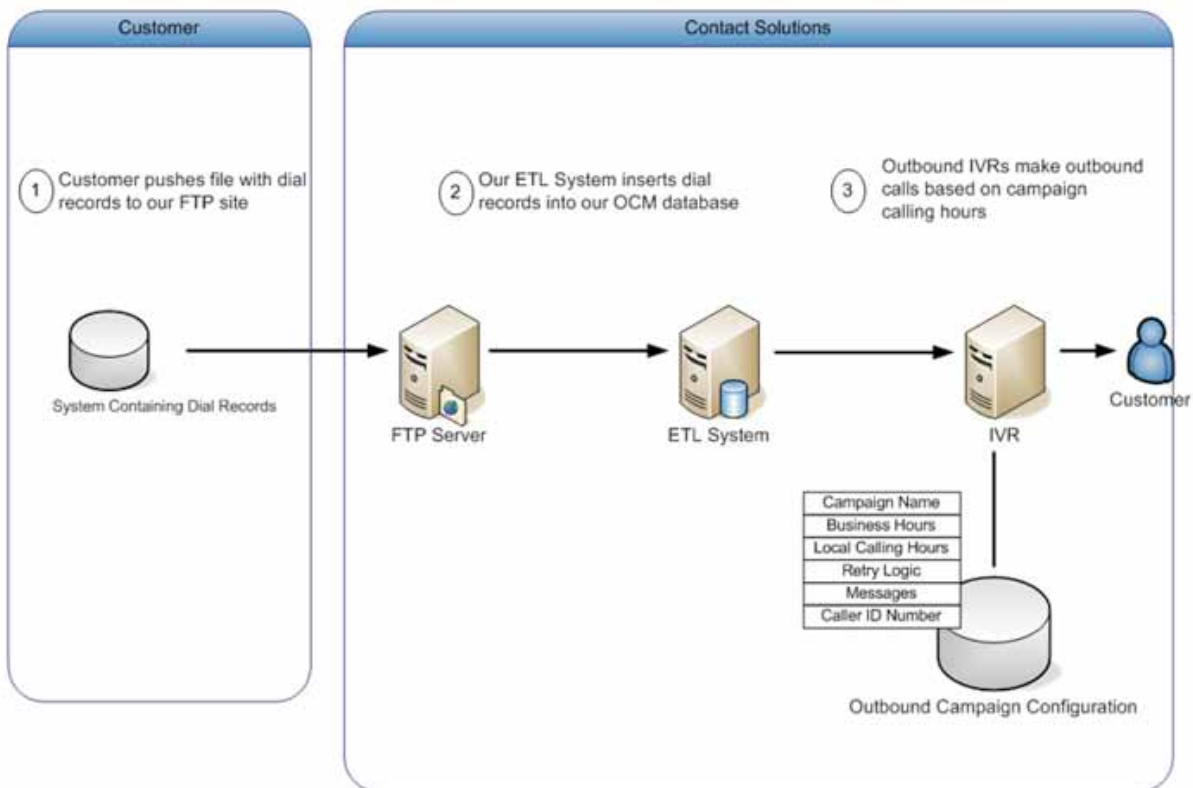
Integrated Inbound/Outbound Reporting

Outbound programs running in our hosted environment can leverage more than 500 standard reports. We develop joint inbound/outbound program performance reports to support your needs, and are separate from other inbound customer service functions; an advantage unique to us. We can deliver a dial file in either a batch or transactional mode which makes it easy to have a single clear view for making critical business decisions.

Technical Benefits

- Our outbound and inbound services are both on demand. Peak program volumes can be accommodated easily into the infrastructure without additional CapX expenditure.
- We can receive any format of data, secure or otherwise and integrate this data into our engine. This reduces your IT responsibilities, thus lowering costs.
- Our end-to-end integration with the call center allows us to connect callers with the correct agent with the right skills based on the complex data record we receive. Unlike off the shelf dialers, integration is not an issue.
- Our CI analytics and processes have allowed us to closely study the effect of outbound notification messages on reoccurring inbound customer service volume. We can typically make these messaging changes to our outbound programs in less than a day and turn these changes off in less time
- We are investing heavily in tying further outbound controls and monitoring tools into our Optimization Portal and will offer clients a unique way to monitor and control both their inbound and outbound program in one place.

Outbound Capabilities



About Contact Solutions

Contact Solutions delivers on-demand contact automation services. The company's core business is to ensure its clients' self-service automation rates continue to increase well after the initial deployment. With its game-changing Continuous Improvement Practice and world-class hosting facilities, Contact Solutions is incentivized to continually find new contact center savings for their clients. By continuously identifying, implementing, and monitoring new contact automation opportunities, Contact Solutions consistently raises the bar on customer savings by reducing live-agent costs and stepping up the end-user experience.