

Nixxis Contact Suite

Predictive Dialler

Next Generation Ultimate Customer Experience Solutions

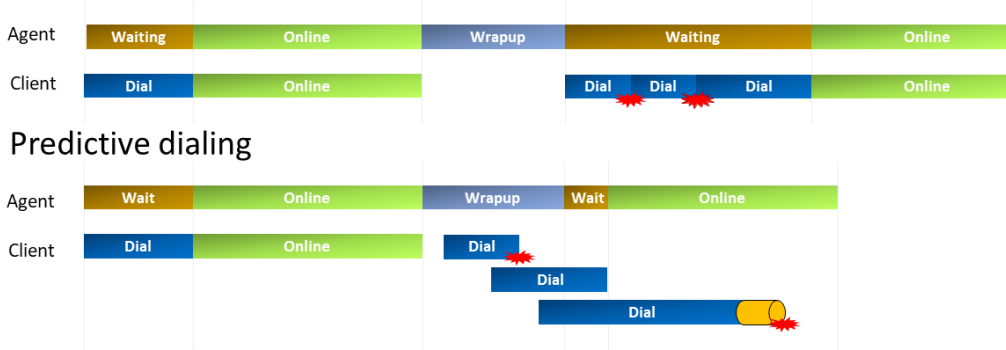
Nixxis Contact Suite Dialler module is providing a wide variety of dialing algorithms making sure the balance between productivity and legal obligations is met. We provide 20% better productivity compared to any competing products.



Key Benefits

- **Multiple Dialling modes:**
 - Manual
 - Search mode
 - Preview
 - Progressive
 - Restricted Power
 - Power
 - Predictive
 - Call-backs only
 - Unattended
 - Workflow
- **Value based dialing**
- **Multiple campaign allocation**
- **Multi-wave activities**
- **Intelligent call list management**

Progressive dialing



A real Predictive Dialer will greatly reduce your agents waiting time between two calls.

Multiple simultaneous call list dialing

Features offered by Nixxis' outbound management include **Multiple simultaneous Call List Dialing**.

The outbound dialler can **analyse all call lists** and pass the communication to the **appropriate agent** with the appropriate **script pop-up or agent interface**.

The Nixxis outbound dialler can initiate the calls using following dialing modes:

- **Manual Dialing**
- **Search mode**
- **Preview Dialing**
- **Progressive Dialing**
- **Power Dialing**
- **Restricted Power Dialing**
- **Predictive Dialing**
- **Call backs only**
- **Workflow**
- **Unattended**

Agents may participate in several simultaneous outbound campaigns.

This is certainly interesting when the end of call lists is reached and productivity is going down.

The outbound dialler can **merge call lists** and will pass the communication onto the appropriate agent with pop-up of script or other agent interface. This makes it possible to deal with all end of list call-backs while reaching the objectives **without impacting the productivity.**

Intelligent call list management

Nixxis does **Profiling** by using dynamic call list filtering in order to improve the efficiency of your outbound activities.

Global analysis and reporting

Call lists are not static files assigned to a specific calling activity. All activities of a business campaign use a **common contacts file**. The call lists use subsets of that contact file depending on defined criteria.

The notion of **multi-wave campaigns** allows other activities (inbound calls, emails, other outbound activities) to **impact the status of the contact** and create a condition by which that contact should be added or removed from the call list.

This global contact file allows **combining activities** resulting in a global analysis and reporting.

Innovative solutions

Our mission is to develop innovative customer interaction solutions.

These solutions will allow organizations to quickly meet the changing communication needs and behaviour of the customers and prospects that are becoming more and more demanding.

And this stands as well for simple call centre solutions as for complex customer interaction solutions.

Nixxis Interaction Engine

The Nixxis Interaction Engine delivers the whole range of interaction tools for your present and future business solutions.

Based on IP-technology and open interfaces, the Nixxis Interaction Engine is designed to function in a **truly distributed and virtual mode**, offering unmatched productivity, flexibility and security and turning your Customer Contact Centre into a **virtual IP Interaction Centre.**

The solution is available for private deployment (intranet) or in ASP mode in hosted carrier class data centres.

The complete web-based solution allows easy deployment of home workers and new sites.

Agents, authorized supervisors and administrators can get access through simple IP connections.

How can you help optimize your Customer Experience?



Corporate Headquarters

54 Avenue Louise
B-1050 Brussels
Belgium +32 2 3070000

Argentina +54 11 53528223

Australia +61 261 452465

Austria +43 720 884020

Bahrain +973 16198075

Brazil +55 61 37172952

Bulgaria +359 2 4925088

Canada +1 613 6999163

Chile +56 3 5332619

Denmark +45 89881909

Finland +358 9 42450470

France +33 1 76431067

Germany +49 30770191489

Greece +30 21 11983751

Hong Kong +852 58084194

Israel +972 2 3721678

Italy +39 06 94803617

Japan +81 3 45209652

Mauritius +230 698 88 96

Mexico +52 55 36877100

Morocco +212 6 03828222

Poland +48 22 3072165

Portugal +351 30 8803633

Romania +40 316 300642

South Africa +27 21 3002432

Spain +34 91 1238668

Sweden +46 8 52500440

Switzerland +41 31 5280514

The Netherlands +31 33 763 03 03

Turkey +90 212 312 17 87

United Kingdom +44 203 6086734

United States +1 202 3791191

Vietnam +84 4 73014512

www.nixxis.com
sales@nixxis.com