



OUTBOUND DIALER

Call thousands of customers
with one click



Outbound dialer can automatically call pre-defined lists of customers and play promotional messages, reminders, or one time passwords (OTP). Calling thousands of customers at the same time is as easy as a few clicks.

Automatic Dialing with call scheduling.

Omni Channel Support with features such as text-to-speech (TTS).

Personalization helps each customer feel valued and treated well.

DND Scrubber makes sure customers are not disturbed and helps you comply with local regulations.

Intelligent Dialer enables dialing policies to call specific numbers daily, weekly or on a monthly basis.

Ensure Maximum Coverage by reaching out to customers who may ignore text communication.

Retain Customers through timely reminders, promotional announcements, and service level enhancements.

Reduce Ambiguity by clearly conveying your message to the audience.

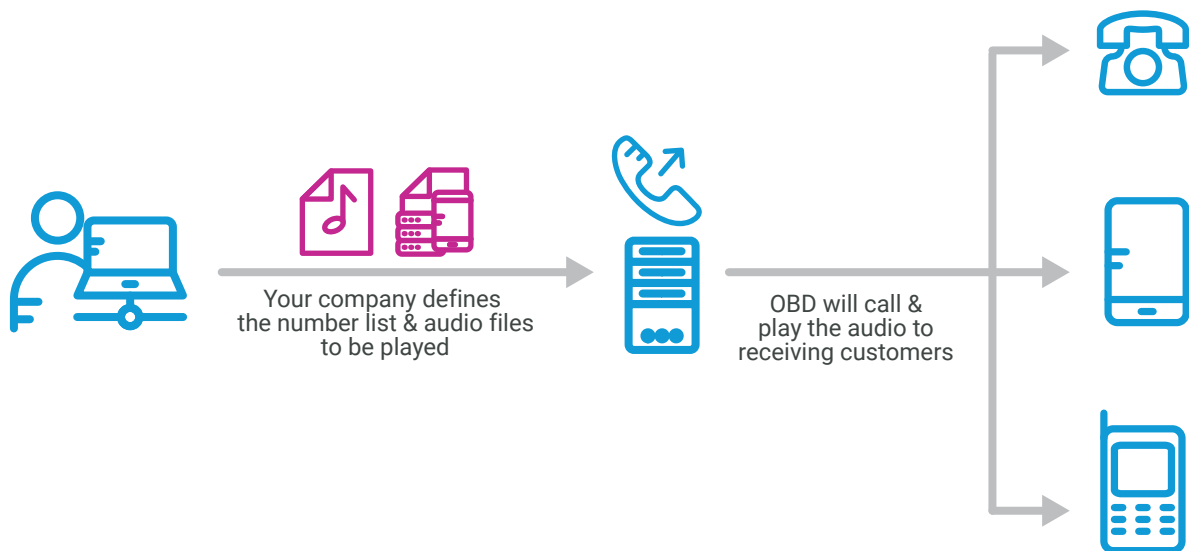
Payment Security through voice OTPs helps assure customers.

Customized and Modular Solutions backed by a highly capable team with 24x7 support.



HOW DOES IT WORK?

- ▶ The audio message to be broadcasted is crafted and uploaded as an audio file along with the list of numbers.
- ▶ The system automatically dials the list of numbers and plays the recorded audio.
- ▶ The system updates the status of calls in the database.
- ▶ System will redial unresponded calls at the scheduled time and within the defined time frame.
- ▶ View reports on the voice panel which gives status about total calls, successful calls, failed calls and no-response calls.



USE CASES

- ▶ Promotional broadcasts to solicit customer response.
- ▶ Notifications for upcoming events like payment due dates, reminders, current flight status, order confirmations, transaction history etc.
- ▶ Voice OTP adds a layer of authentication which many consumers would be comfortable with.
- ▶ Subscription alerts sent on a periodic basis to subscribers.