



## 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.

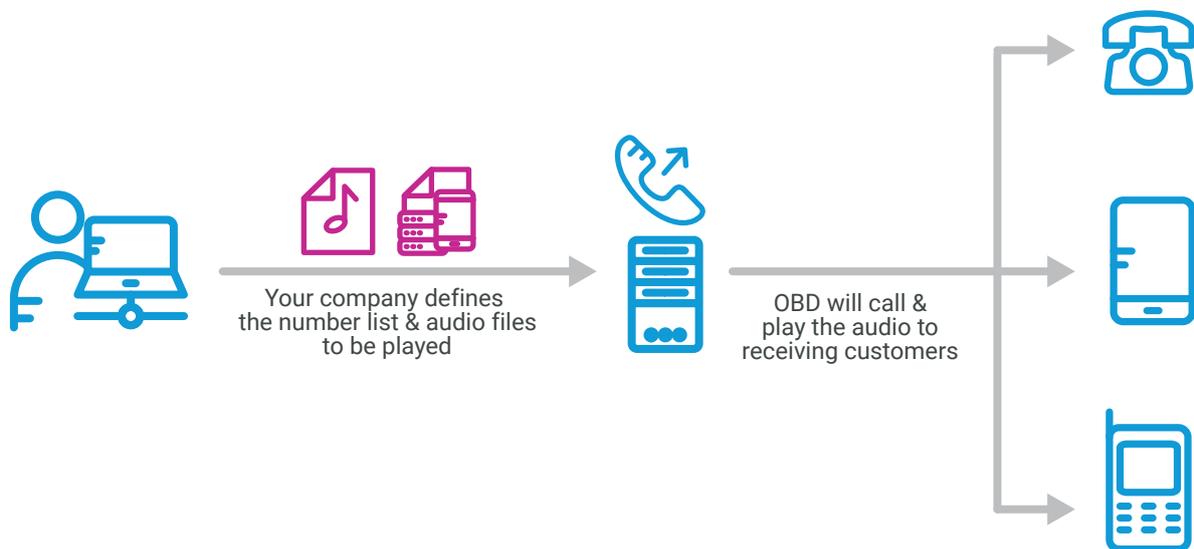
**Payment Security** through voice OTPs helps assure customers.

**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.