8×8 Auto Dialer

With 8×8 Auto Dialer you can ignite proactive communications and transform how you conduct purposeful outreach to your customers.

8×8 Auto Dialer is an automated outbound dialing system with   support for preview, progressive, and predictive call management and intelligent identification of erroneous connections.

8×8 Auto Dialer provides better utilization of agent time with simplified list management, quicker identification of failed connections and multiple dialing capabilities to accelerate outbound campaigns.

The solution incorporates patented Answering Machine Detection (AMD) with integrated Carrier Call Blocking, and automatic line enablement to remove manual call handling requirements for available agents. It also features active list management to maintain lists in real time, ensuring higher connection rates and increased campaign traffic.

8×8 Auto Dialer is completely unified within 8×8 Contact Centre to ensure effortless management of outbound campaigns. Everything from simplifying administration, to delivering a cohesive user experience for your agents, to easily monitoring campaign stats make 8×8 Auto Dialer a compelling addition to your contact centre.

Key Feature Benefits

- **Reduce time spent on manual processes** to improve agent productivity and performance

- **Patented Answering Machine Detection (AMD)** means dialed numbers not connected to a live person are never forced onto an agent

- **Persistent Connection** means agents are always connected and ready to start the interaction as soon as the customer answers.

- **Support for Do Not Call regulations** with automatic review of campaign numbers utilising call blocking carriers

- **Accelerated outbound dialing** means increased efficiency and better support for business goals

8×8 Auto Dialer allows you to easily:

- **Increase connection rates**

- **Maintain compliance with ease**

- **Improve sales and increase revenue**

Outbound Capabilities

Predictive	Configurable Abandon Rate	Support for TCPA Compliance
Preview	Auto-retry	Support for TPS/CTPS Compliance
Progressive	Blending	Local Caller ID
Sequential Dialing	Agent Whisper	Scheduled Callback
Campaign Management	DNC List Management	CSV Import
Configurable Ring Time	Enhanced Monitoring	Agent Scripting

Preview Dialing

Preview dialing makes life a bit easier for your agents as they move through outbound campaigns with just the right amount of customer context to start each interaction off on a strong note. In preview dialing mode, agents are automatically presented with customer records for preview before dialing out. The agent is given a choice to select the phone number and start the call, reject the call or skip the call if allowed, and view the next customer record. If the agent chooses to skip the call, the next record is presented, and the procedure is repeated, until the records in the campaign have been exhausted.

Preview dialing is best suited for:

Campaigns which require preparation before the conversation, i.e. a complex sales call where the rep needs to understand the best approach in connecting with the customer prior to their interaction

Progressive Dialing

Progressive dialing is an automated dialing system that only connects agents to calls answered by a live person. The system automatically paces dialing and will only dial when an agent becomes available. The dialer screens out busy lines, answering machines, and no answers automatically so that agents are connected to a live caller. Progressive dialing guarantees each connected outbound call is delivered to an available agent.

Progressive dialing is best suited for:

Campaigns, in many cases B2B, that want to ensure high connection rates and successful interactions that won't be missed due to dropped connections.

Predictive Dialing

Predictive dialing is considered to be the most aggressive and intelligent mode as it is based on a complex algorithm to determine when dialing can be throttled up or down based on predicted agent availability. Predictive Dialing initiates outbound calls based on a preset dialing ratio before the agent is free to handle the next call. In predictive dialing mode the system dials multiple records simultaneously and connects answered calls to agents. Unanswered calls are automatically dispositioned with appropriate wrap-up codes.

The predictive dialer predicts the rate at which it will find live calls and adjusts the number of calls being over dialed so that an agent is available to handle those calls. As soon as an agent finishes one call they can move on to the next right away.

Predictive dialing is best suited for:

Larger campaigns with massive list uploads that need to maximise agent talk-time in order to improve agent efficiency and campaign productivity.
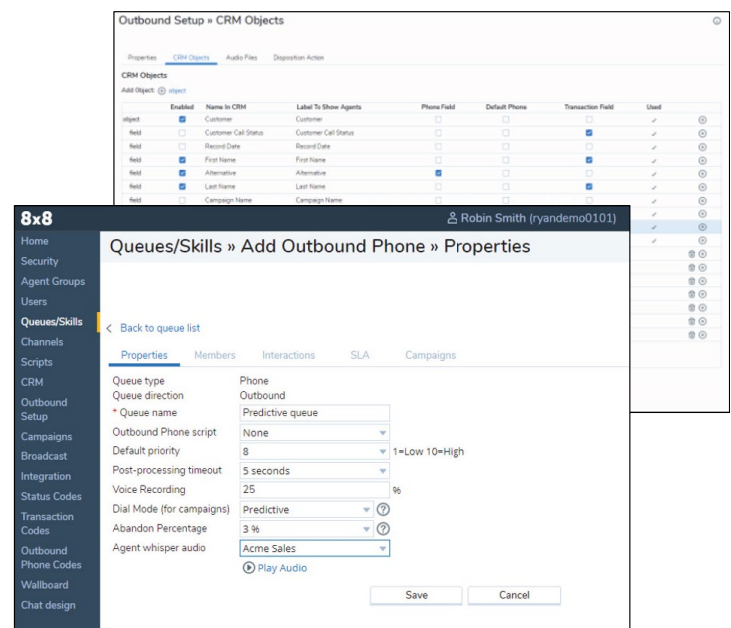
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