

Fidelity Telemarketing is an ideal tool for telephone surveys, public-opinion polling, telemarketing and telesales, appointments confirmation, credit control, market research, ...

... and for any organization needing to make large scale contact with subscribers, customers, users or patients in the face of special offers, breakdowns, reminders, expiries, data confirmation, ...

Fidelity Telemarketing

- ▷ Automatic call dialing (Preview, Progressive, Predictive).
- ▷ Intuitive, straightforward campaign preparation.
- ▷ Completely configurable intelligent campaign forms may be setup using a series of conditions, lists, multiple answers etc.
- ▷ Supports multiple campaigns and multiple forms simultaneously.
- ▷ Automatic and programable repetition of uncompleted calls (Unanswered, busy, ...).
- ▷ Call deferrals by date and time. Customizable for individual agents.
- ▷ Campaign tracking and supervision in real time: Completed call ratios, agent status, pending calls, ...
- ▷ Free Seating (username + password) - Enables dynamic use of resources.
- ▷ Data import from any OLE DB source.
- ▷ Chat (instant messaging) support between supervisors and agents.
- ▷ Configurable wrap-up times, break types, alarms.
- ▷ Export of campaign results to Excel™. Performance and productivity evaluation via a broad range of statistics and reports.

NO ERROR
DIALING



CUSTOMIZED
CAMPAIGNS



MORE CALLS
PER HOUR



FROM
4 AGENTS

CTI Solutions
by Jusan



Telephone surveys, Polling, Telesales, Appointments Confirmation, Market Research, Credit Control, ...