



This E-Book is brought to you by **Gas4Free** Technologies at TripleGasMileage.com
Download Powerful **Top Secret Water Car Hybrid Technology** eBooks
and Convert Your Car to **Burn Water + Gasoline** Today!

DialResults' Converged Communications Solutions for your contact center by Richard Logan

By Richard Logan

DialResults' Converged Communications Solutions for your contact center by Richard

Logan by Richard Logan

Voice communications and data technologies have been converging for several years. PBXs, which have historically been voice-only products have evolved and now offer dialer features. Dialers and Customer Relationship Management (CRM) databases have also evolved and can now be linked seamlessly to PBXs. Today some of the most interesting products fully integrate the PBX, dialer and CRM technology into a single box in new exciting ways. DialResults is on the forefront of this innovative change. The result for call centers is a system with more advanced capabilities at a lower cost.

DialResults - Helping Move to the Digital World

DialResults uses IP enabled Predictive Dialer technology that is fully integrated with digital PBX switch technology. This technology will greatly improve efficiency, convenience, and cost effectiveness in a contact center environment. It does this by providing a fully converged communications solution today and platform for the call center of tomorrow. DialResults is enabling today's solutions, and tomorrow's, by supplying open standards for your contact centers' converged communications no matter what type of calling environment you need: support centers, lead qualification, collections, mortgage or just general CRM applications.

DialResults converged applications are available today and can be tailored or customized specifically for your type of call center business. With DialResults you will see an increase in customer satisfaction and a major return on investment in both human and technology resources. DialResults will also provide you with a competitive advantage right now, and in the future as you add additional fully converged call center applications. DialResults is ready now.

DialResults Converged Communications: Efficient, Convenient, and Cost Effective

DialResults VoIP predictive dialer and IP enabled PBX solutions are exciting technologies that promise to make your call center business dramatically more efficient, convenient, and cost-effective.

DialResults, which bases both voice and data communications on a single infrastructure allows greater contact center efficiency. A single network environment significantly reduces integration. The result, with DialResults systems is greater productivity and a faster return on investment.

DialResults Web-Enabled, Multimedia Contact Center

When a call center uses DialResults Web-enabled technology, customers can send email, participate in conferences, talk live over the Internet, be guided through Web page content, and chat online. If they need more information about one of your products before making a purchase, they can click a push-to-talk button on your company's Web site to activate a phone call – possibly over the Internet – and talk to a live agent who can answer questions and close the sale. A push-to-talk option can bring the web to life and capture customers during the "critical moments" of a purchase decision.

Multimedia contact centers can receive queries via phone, fax, email, or the Internet; allowing customers to contact you in the way they prefer. Since it is more convenient to reach your organization, customers are more likely to do business with you – instead of your competition. Your salespeople will be able to close more new business and generate substantial repeat business.

Whether you are new to converged communications, want to add additional capacity or enhanced functionality, the fastest and easiest way to get started is to call sales at 1-888-839-3613 or read more about convergence at <http://www.dialresults.com/emerging.html>

Richard Logan has over 15 years experience in the call center industry

Benefits of Using DialResults Remote Agents

By Richard Logan

Benefits of Using DialResults Remote Agents by Richard Logan

Benefits of Using
DialResults Remote Agents

1. Lower operating costs.

Agents working on a DialResults IP enabled predictive dialer solution from home means a much smaller contact center facility is required — for major cost savings to a contact center's business solution.

Lower telecommunications Cost

2. Routing calls over the DialResults IP network
will dramatically reduce a contact centers costs for both inbound and outbound

Seamless service.

An agent's physical location must be transparent to everyone: agents, callers, and called 3rd parties. DialResults also allows the contact center to maintain high-quality service, when one contact center location is closed or reaches its call handling capacity, calls must be automatically routed to another location.

Easy administration.

Separate sites can be difficult to administer. DialResults contact center solution IP predictive dialer address this issue of ease of use and administration.

Richard Logan has over 15 years in the call center industry both in call centers and work with technology for call centers

This E-Book has been brought to you by **Gas4Free** Technologies at TripleGasMileage.com
Download Powerful **Top Secret Water Car Hybrid Technology** eBooks
and Convert Your Car to **Burn Water + Gasoline** Today!

