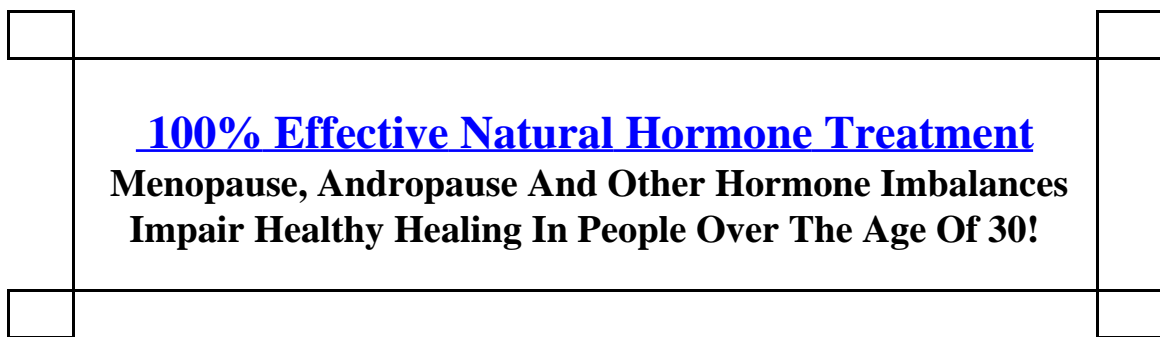


DialResults Lowers Costs on Multi Site Call Centers or remote agents through use of IP Technology:

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**DialResults Lowers Costs on Multi Site Call Centers or remote agents through use of IP**

**Technology:**

**By Richard Logan**

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DialResults' new Internet Protocol (IP) predictive dialer technology allows contact centers to implement multi-site contact center environments very cost effectively. In fact it may be time for many traditional call centers to replace their legacy ACD environments. DialResults IP technology allows call centers to minimize costs by eliminating costly technological boundaries of a traditional CTI applications and reducing phone charges. This reduces costs of the call center by maximizing the use of the CSR's time with a reduced labor pool. DialResults IP technology can provide intelligent skill based routing across the contact centers entire network, to move the customer instantly to the best pool of agents with skill sets to handle the customer's needs immediately. DialResults IP technology also enables today's modern contact center to have consolidated reporting and management as if the distributed call center was in one location.

DialResults' technology is a total IP based PBX / predictive dialer-based system for today's and tomorrow's new multi site contact center environment. Distributed call centers that use the new DialResults IP architecture have many compelling advantages over the traditional PBX/ACD's and older predictive dialer technology. DialResults' centralized IP-based predictive dialer system is extremely scalable, easy to use and has more functionality at a lower cost. This gives contact centers a higher ROI, than the traditional call center equipment. DialResults IP based multi site contact centers have many compelling advantages for today's and tomorrows contact center applications.

**Benefits of Using Remote Agents or Multi Site Contact Centers**

1. Lowers operating costs.

Agents working on a DialResults IP enabled predictive dialer solution from home or from a remote location means a much smaller contact center facility is required — for major cost savings for a contact

DialResults Lowers Costs on Multi Site Call Centers or remote agents through use of IP Technology:

center's business model.

## 2. Lower telecommunications Costs

Contact Centers routing calls over the DialResults IP network will dramatically reduce a contact centers costs for inbound and outbound calls or any type of multi media application.

## 3. Seamless service.

Agent's that are on the DialResults IP solution will now have the benefit that CSR'S physical location is now transparent to everyone: agents, callers, and called 3rd parties. DialResults new IP technology, also allows contact centers to maintain high-quality of seamless service, so when one contact center location is closed, goes down or reaches its call handling capacity; calls now can be

automatically routed to another location or a group of off site agents.

## 4. Easy administration.

Separate sites or remote at home agents has been difficult to administer centrally with only one management team. Now DialResults IP predictive dialer solution allows ease of use with seamless administration of all remote locations and at home CSR'S. For more information call 1-888-839-3613 ext. 4581 or 1-602-445-6201 and please visit <http://www.dialresults.com>

Richard Logan has over 15 years in the call center arena. Both as a Telemarketing manger to selling of predictive dialers starting in UNIX to the new IP Multi Media Predictive Dialer systems.

## **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 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

DialResults Lowers Costs on Multi Site Call Centers or remote agents through use of IP Technology:

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



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**Menopause, Andropause And Other Hormone Imbalances**  
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