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**100% Effective Natural Hormone Treatment**  
**Menopause, Andropause And Other Hormone Imbalances**  
**Impair Healthy Healing In People Over The Age Of 30!**

**News & Events– Case Studies– DialResults**

**By Richard Logan**

**News & Events– Case Studies– DialResults by Richard Logan**

Customer Reports 500% Productivity Increase with Solution from DialResults and Alliance Systems  
DialResults provides predictive dialing software solutions to telemarketing companies. One such company, Lymcore, is an outbound service bureau for credit card companies. Lymcore agents contact potential customers and offer additional credit options.

New Technology™ from DialResults is an open, highly–dependable, standards–based solution that is easily upgraded. To run this VoIP Windows–based predictive dialer for the Lymcore implementation, DialResults selected an open communication platform from Alliance Systems.

"We chose Alliance Systems' I–Series server because of its reputation in the marketplace," said Richard Logan, office manager at DialResults. "Our installers tell us that there is no comparison between Alliance servers and other leading vendors. Plus, our systems worked so well together in the first implementation, we would never select any other company."

Lymcore moved from manual dialing to a predictive dialing system for the same reasons most telemarketing companies make the change: increased productivity and efficiency. The DialResults/Alliance Systems solution increased Lymcore's productivity by more than 500 percent. Before the implementation, Lymcore agent's made approximately 100 sales a week. Today, they generate between 100 and 120 sales daily.

Due to the call agents' impressive productivity, Lymcore asked DialResults to assist them in nearly doubling the predictive dialing solution to 150 workstations. Designed as a standards–based, highly scalable and flexible system, Alliance Systems' open communications platform easily accommodates Lymcore's growth. "Alliance's communication servers are readily scalable and capable of expanding and growing with Lymcore," Logan concluded.

Richard Logan has over 15 years 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



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