

DEPARTMENT OF REVENUE

Tax Collection / Predictive Dialing System

Pursuing the collection of delinquent tax payments must be done repetitively with a great degree of accuracy and thoroughness. This Centurion, Inc. application automates and synchronizes outbound Call Center customer contacts quickly and profitably. To maximize productivity, more calls are initiated than there are available agents, with the call pace dynamically adjusted based upon actual call completion statistics. The goal is to provide a stream of live connects and a seamless transition from good bye to hello.

How does it work?

Call Campaigns are defined and call list(s) are extracted. Dialing proceeds at a calculated rate based on calls connecting and available agents. Agents who are logged in to receive calls are able to view the contact's account detail, update account information, make contact notes or flag the record for callback. System reports detail the call activity.

A sampling of benefits and features provided by the Centurion Predictive Dialer include:

- Realize a 200% to 300% productivity increase with the predictive Dialing product.
- Significantly reduce agent idle time and increase the number of "right party" contacts.
- Multiple inbound and outbound campaigns can be supported concurrently.
- Preview Mode enables an agent to view customer data prior to launching a call.
- Time of Day declaratives enable definition of calling times to fit the target call areas.
- Screen Pop provides the agent with relevant caller data at the time of the call.
- Call rates are adjusted based on recurring algorithms utilizing the number of completed calls and available agent statistics.
- Fast Call Handoff minimizes the time between an answer and the transfer to an agent.
- Reporting includes both historical and real time statistics per campaign, and per agent.

CONTACT DATABASE

- Multiple dialer campaigns can be defined.
- The defined "call list" can be developed from an existing database, a data download from a series of databases or from a host system screen scrape.

AGENT AVAILABILITY

- An agent Call Status indicates whether an agent is logged in, ready for calls. If not logged in, an agent is noted as idle, and removed from call distribution.
- Successful call connections are passed to the next "ready" agent.
- If no agent is "ready", the call will disconnect with the called number held to be re-dialed later, within the current campaign.
- Optionally, if no agent is available, a message asks the caller to "...please hold". The system will hold the call until an agent becomes available. If the contact elects to not hold and disconnects, the number is held and dialed later, within the current campaign.

CALL COMPLETION

- Agents are provided called party information and the voice call at the same time.
- When needed, a callback date, time, and telephone number can be entered for a return call.
- Status Flags are stored for application follow up on selected call records.
- Real time and historical management reports provide detail and summary of campaign results.

