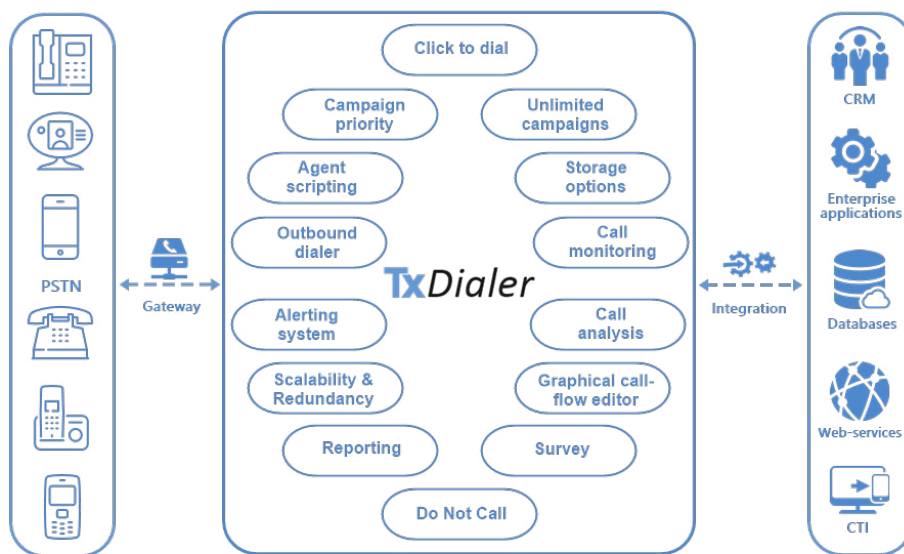# TxDialer

INTERLINK
NETWORK SYSTEMS INC.

Connect : Engage : Outperform

TxDialer is a Proprietary, High Availability, Auto Dialer Software from Interlink Network Systems Inc that supports a wide range of dialing modes to address specific needs of different business processes in a typical BPO. The Campaign manager of TxDialer allows users to run process specific campaigns while the disposition based re-churn feature allows Team leaders to improve connect rate using the multiple re-churn filters. TxDialer's Predictive Dialer mode helps Contact centers to achieve maximum agent utilization rate exceeding *90% for large Queues.
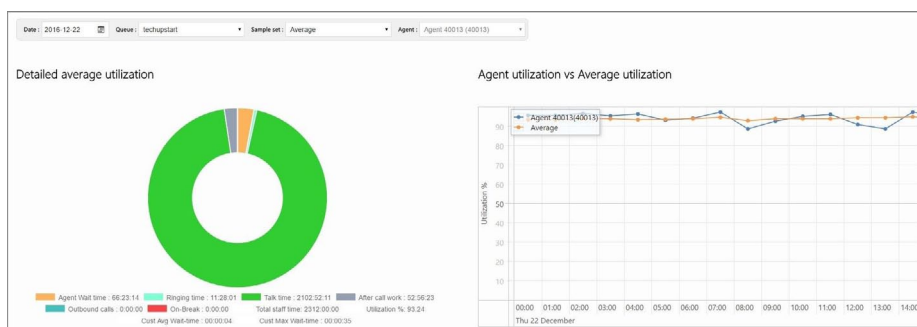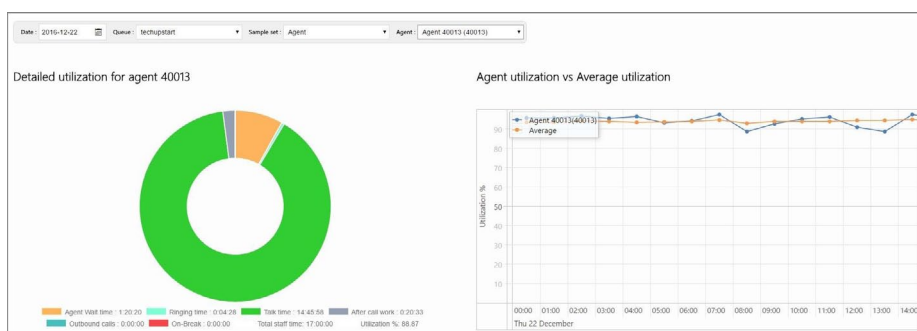
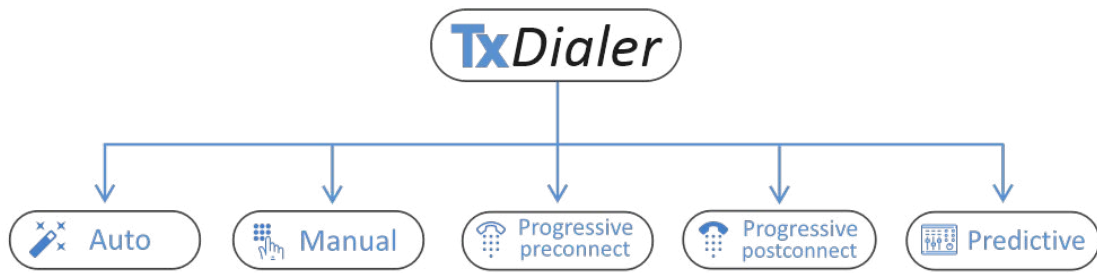Predictive Dialer Live Agent Status Dashboard

Highlights

- Feature rich softphone
- Auto-Rechurn based on dialer dispositions
- Bulk upload
- Multiple Campaign Management
- Agent scripting
- DNC List
- Scheduled callback
- CTI Screenpop
- Redundancy
- Scalability
- Blended Mode
- Real time monitoring
- Reporting
- Missed call campaigns
- Contacts splitting
- Postcall surveys

Agent Utilization Graphs

Auto	• Schedule a Outbound IVR campaign for telemarketing, payment reminders, surveys and other routine low -priority campaigns. • Allows transfer of calls to agents if the customer opts for the same. • Achieve maximum outreach with minimum cost.
Manual	• Allows agents to dial customers manually for telemarketing, follow-up and specific process defined by business requirement. • Agents can opt for manual dialing option any time by selecting the outbound state in the TxTalk phone client.
Progressive : Pre-Connect	• The dialer connects the agent leg of the call and then calls the second leg to connect to the customer. This allows agent to dispose all attempted calls on the CRM
Progressive : Post-Connect	• The dialer connects the customer leg of the call and then calls the second leg to connect to the agent. This is more efficient as only successful or answered calls are connected to the agent.
Predictive	• The most efficient dialer mode to achieve maximum agent utilization (* 90 %) and achieve connect rates upto 65% • Supports disposition based auto-rechurn functionality. • Multiple campaigns can be part of a single Queue.

Featured softphone with Screen Pop

TxTalk, a proprietary feature rich softphone with inbuilt web browser and dialpad makes sure that the agents don't have to toggle between multiple applications on his/her desktop. Integration of CRM screen pops to dialer campaigns reduces the manual web browsing time to perform actions like CRM entry and Call disposition.
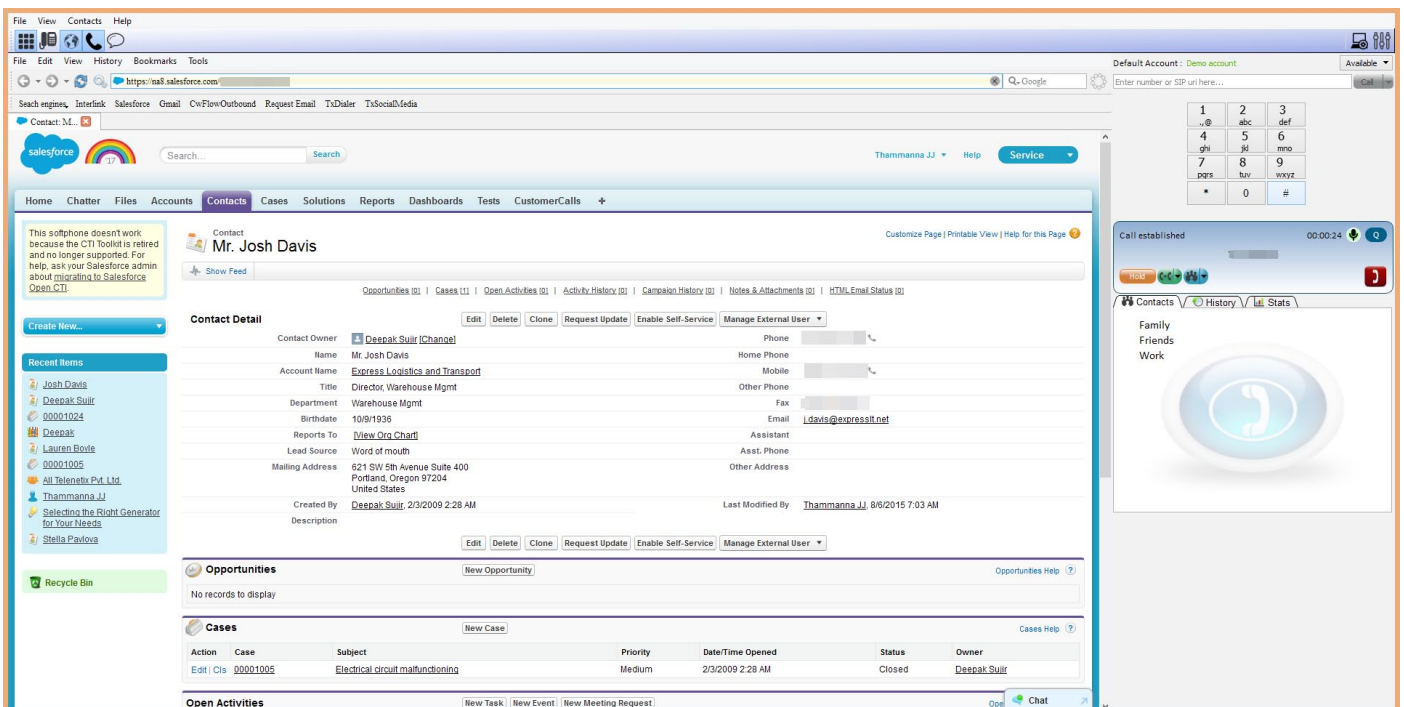
Salesforce Integration with TxTalk

Blended Queue

Supports blended queue capabilities. This ensures the agents are utilized to the maximum. The inbound calls are prioritized over outbound calling. Agents are assigned to handle inbound calls automatically as and when the calls come in.

Campaign Manager

TxDialer's advanced Campaign Multiple tool allows users to create and manage multiple campaigns at the same time using a web interface. The Campaigns can be manually started whenever the user wants or it can be scheduled at a later time using the campaign scheduler. Local numbers can be set as caller ID while dialing thus increasing the customer connects.

Auto-Rechurn

Successful customer calls or Connect Rate is an important KPI for an outbound process and TxDialer helps BPO to achieve it with ease.

Temporary call failure such as 'Network Failure", 'User_ Busy', Normal_unspecified' (Dialer Dispositions) etc can be automatically re-dialed using the Auto-Rechurn feature of TxDialer

Users can select numbers to be re-churned based on the Dialer Dispositions and Agent Dispositions for the dialer to load the associated numbers into the dial list. This results in improved Connect rate and achieve the SLA target.
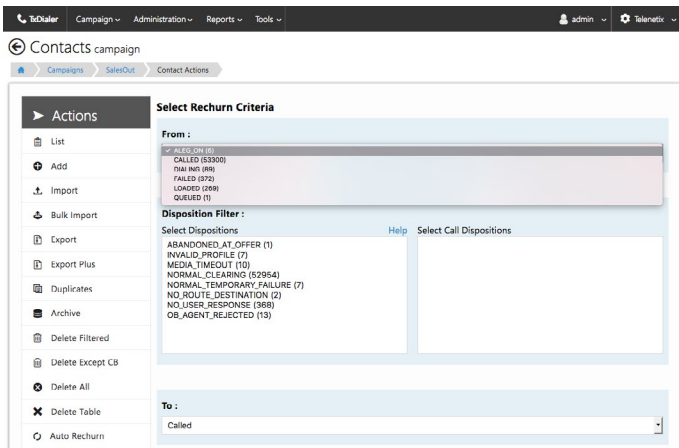
The Auto-Rechurn feature can be configured easily using the TxDialer Web Interface
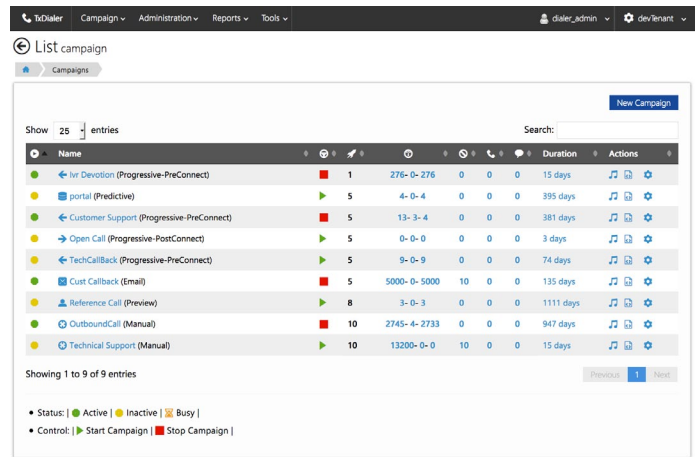
Dashboard showing real time status of the campaigns

Dashboard showing real time status updates

Alternate Number Dialing

If customers are not reachable on their primary number, the dialer can try connecting to their secondary and tertiary numbers thereby increasing the Connect Rate.

Custom Dispositions

Custom disposition can be chosen by the agent per campaign and the same can be available in reports. Ability to tag each call with a disposition helps the supervisors to know the status of call and take appropriate measures to achieve better results.
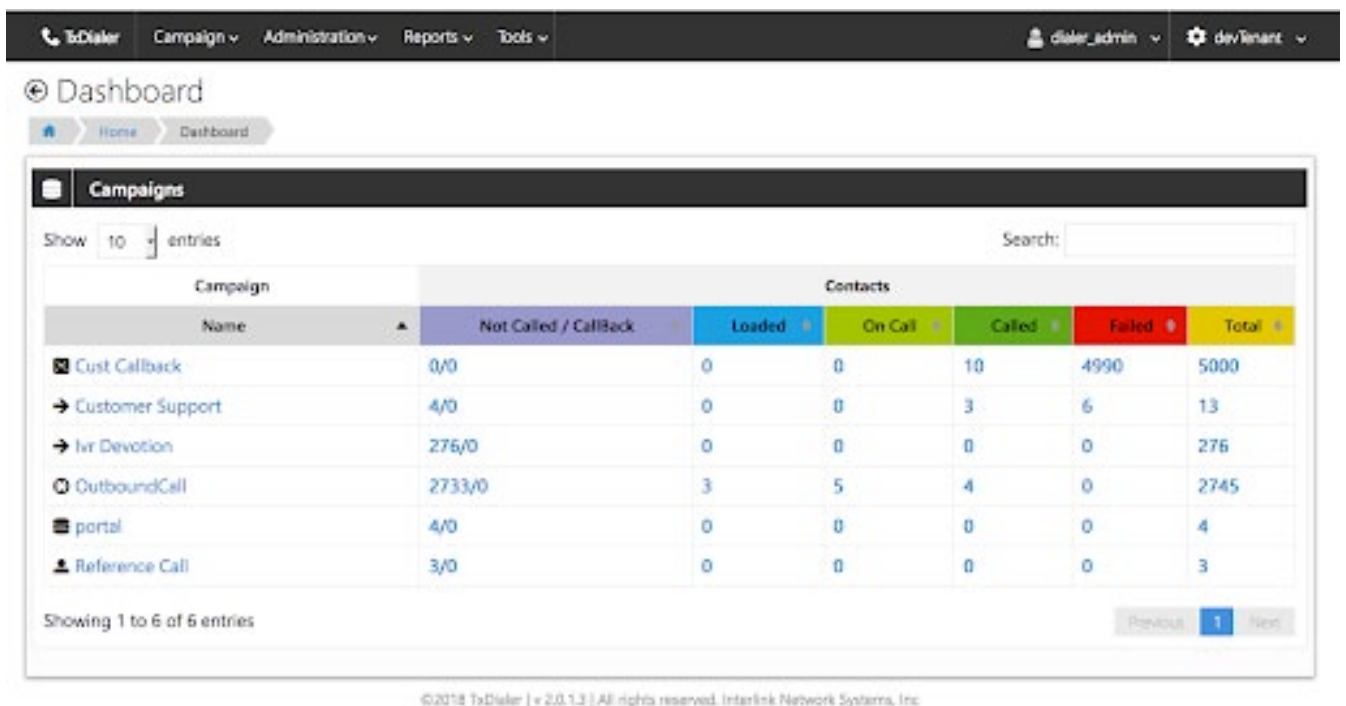
Scheduled Call back

The Call Back feature allows agents to schedule a Call back based on a customer request and it can be configured to connect back to a preferred agent if available or in case the agent is busy, the call can be transferred to the next available agent.

Agent Scripting

The scripting tool helps the administrators to define a set of questions and answers to each that guides the agent in communicating with the customer. The less experienced, low performing agents are also benefited by this tool as they have to just follow through the Q & A list.

DNC Check

Users can blindly upload Contact List and DNC list and TxDialer does the work of calling only the filtered contacts. Users can also decide whether to run the DNC check across multiple campaigns or a specific campaign.
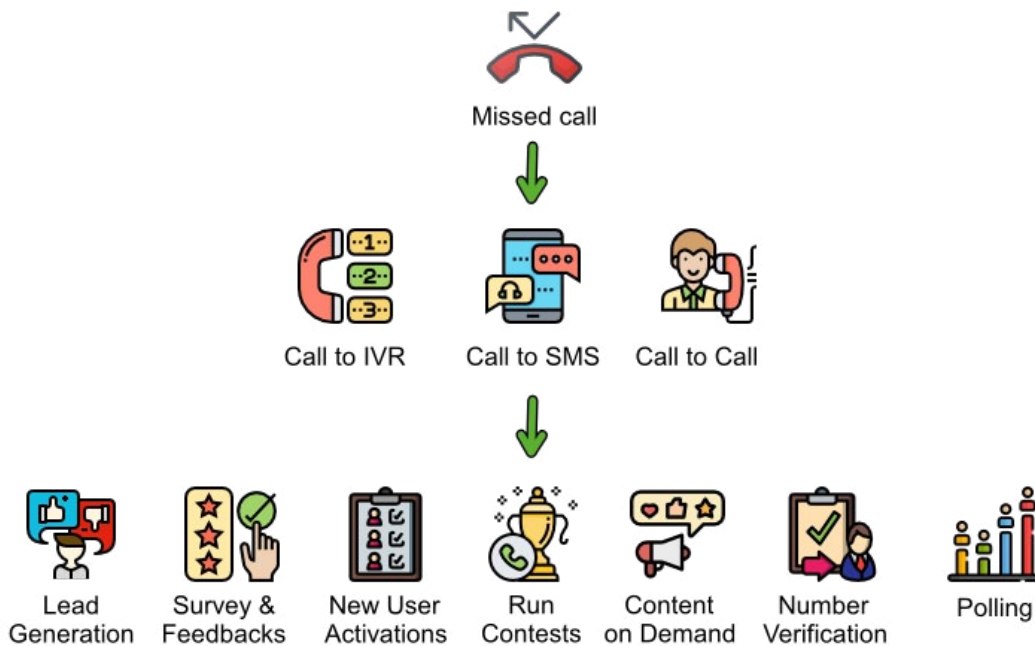
Contacts Spliting

Contacts can be split and assigned to multiple campaigns based on various conditions

Post-Call Surveys

Automated surveys to get the feedback on the performance of your agents

Missed Call Campaigns

Measure your marketing campaigns, reach the right target segments and get the best ROI on promotional campaigns

Server Hardware Requirements (up to 500 Agents)

Specifications	Intel Xeon E5-2620 v3 @ 2.2 GHz, 6x2 cores, RAM 16 GB (CPU Passmark : 8360)
No of Servers	4
Operating Systems	• Microsoft Windows Server 2016 R2 • Debian 64 bit
Virtualization	Supported (NOT recommended for Telephony servers)

TxTalk Requirements

- **RAM** : 4GB or above recommended
- **Hard Disk space** : 80 MB required for the application files. At least 200 MB free space in the installation drive is recommended.
- **Connection** : IP Network Connection (Broadband, LAN or wireless)
- **Audio device** : Requires at least one speaker and microphone, either external, built-in or headphones connected and active in the system.

INTERLINK
NETWORK SYSTEMS INC.

Interlink Network Systems established in the year 1991 is a Telephony and Enterprise Application Integration (EAI) software products and services company. As a US subsidiary company of Telenetix with valued customers in the US, Canada, Africa, Middle East and South-Asia, Interlink is committed to delivering high quality products and services.

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