

EVOLUTION OUTBOUND DIALING

All **Evolution** dialing features operate on the basis that one or more Dialing Queues (lists) have been created. There is no limit to the number of dialing queues that can be set up. The **Evolution** is then responsible for taking numbers out of the dialing queues and presenting them to appropriate agents. The system automatically detects customer hang-up, line busy, or no answer, and takes the appropriate action. For example, it can re-schedule the call for later, or terminate the call with the appropriate call-termination code. Alternately, if the call is completed but the customer is unavailable, the agent may reschedule the call. The system places continually unavailable numbers in a list for action by the supervisor.

Building Dialing Queues

The data for Dialing Queues can come from non-**Evolution** sources by performing queries of 3rd party databases. The Administrator Tool is used to establish the results as dialing queues. Alternatively, calling data lists can be produced by an external application that then loads the data directly into an **Evolution** queue. This can be performed by any ODBC-compliant program, such as a Web application using ODBC or JDBC. This is the mechanism used to achieve Internet call-back: the Web application captures the caller's details from the web-site, formats it according to the **Evolution** requirement, specifies the current date and time, and then inserts it into the relevant Dialing Queue. Because the item has current date/time, it is picked up at the preset time (which may be immediately) by the Dialer and presented to an agent.

Call Re-scheduling

Call analysis (answered, busy, or unavailable) is normally detected automatically by the **Evolution** Dialer.

Calls that are connected to a person may still require a callback at a later date/time (for example, if the actual person to contact was not available). In that case, the call can be put back into the dialing list at a date/time scheduled by the agent. Otherwise, the call will be marked as completed. While no longer visible to the agent, a "completed" call will not be deleted from the Queue as the information may be required for reporting purposes and to allow the supervisor to re-enable them for call-out. The Administrator Tool provides a mechanism for clearing out old queue entries.

- Busy: Re-dial every **n** minutes for **x** attempts (typically every 5 minutes for 12 attempts), and then the queued call is put into the Busy verification list to determine if the number is correct.
- No answer: Re-dial every **m** minutes for **y** attempts (typically every 60 minutes for 4 attempts) and then put into the No Answer verification list.
- Answering Machine: the call is passed to the agent or it is put into a recall list with a time delay of **p** minutes and a recall count of **z** attempts. After this it is put into the Answering Machine verification list (the agent may also put the record into this list).
- Unobtainable: Put into the Unobtainable verification list.

Restricted Calling Lists

Evolution automatically screens records against a restricted calling list, such as a Do-Not-Call (DNC) list, and will not call any number found in the list. In addition, you can track these records and generate statistical reports from them.

Automatic Time Zone Calling Control

Evolution automatically incorporates the time zone of each call, dialing only calls within the specified local calling ranges. You can even incorporate local break times into the calling program, so calls are not made during lunch or dinner hours. **Evolution** will automatically set the callbacks and retries to fit within the permissible local times of the person being called.

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Preview Dialer (also known as Managed Dialing)

In Preview dialing, the agents indicate that they are ready to make the next call. The agent receives the customer data screen and reviews the data on the screen to determine the nature of the call to be made. The agent can then choose to contact the customer, skip to another customer or reject the call. If the agent chooses to place the outbound call, **Evolution** dials the customer number and, after reaching a live customer, connects it to the agent.

The Preview Dialing feature is used in training situations or in campaigns where a preview of the customer data is desirable. The ongoing use of preview dialing usually relates to situations where high value or complicated Agent-to-Customer sessions are involved.

Progressive Dialer (also known as Power Dialing)

Progressive dialing is similar to Preview Dialing except the call is made automatically; i.e., the agent has no control over the lead-time between calls. As soon as the agent finishes the previous call (or becomes available) the details for the next call are displayed from the appropriate queue and the number is dialed automatically. The system can be tuned (a) to wait for a pre-set duration after previous call before displaying details of next call, and (b) to observe a pre-set delay before dialing the displayed number. During this delay, inbound calls may pre-empt the outbound call (call blending).

Blended Agent Mode

Evolution's Blended Agent provides both outbound dialing modes (Preview and Progressive) as well as the ability for the agent to respond to inbound calls. When an agent is "free" (no inbound calls assigned), the agent is "reserved" for, and given, an outbound call. After the outbound call is finished, the agent is released from the outbound cycle. This allows **Evolution** to begin routing inbound calls to this agent until the next outbound call cycle starts.