

# Five9 Outbound Contact Centre

Improve your sales performance and empower your agents to be more productive

Five9 supports a number of outbound automation capabilities to help you maximise selling time. Whether your sales organisation is B2B, B2C, high volume, low volume or highly automated, the Five9 solution can help you empower your agents and close more sales.

## Predictive Dialler

The Five9 Predictive Dialler automates outbound dialling and increases the amount of time your agents spend talking to real prospects and customers, instead of dialling numbers.

Use the Five9 Predictive Dialler when you have a large number of leads you need to contact quickly. It runs through your call lists across multiple campaigns, detects voice mail, fax machines, and busy signals, avoids Do Not Call (DNC) numbers to comply with regulations. It automatically adjusts the dialling pace according to predicted agent availability.

With easy-to-use settings for call progress detection and dropped calls, you can fine-tune the dialler so that your business goals are achieved while staying compliant with applicable regulations for your industry and location.

## Power Dialler

If you have a small number of sales executives and a large number of prospects you need to contact quickly, the Five9 Power Dialler is perfect for your business. Sales representatives use power dialling when they prefer to manually control the dialling pace. The power dialler automatically dials a userconfigured number of calls per available sales agent, and is an excellent way for smaller organisations to gain the productivity benefits of automated dialling while leveraging all the robust campaign and list management features provided by the Five9 Outbound Contact Centre.

## Progressive Dialler

Contact centres that prefer to avoid dropped outbound calls typically use progressive dialling, which automatically dials one customer per available agent. For B2B campaigns, it's important to have an agent available for every connected call. Progressive dialling is the simplest dialling mode to set-up and administer, and it is the best way to gain productivity benefits of automated dialling while ensuring each connected outbound call is delivered to an available agent.

## Preview Dialling

Preview Dialling is typically used in contact centres where agents need to familiarise themselves with the context of the customer relationship or the last contact just before dialling. This allows agents to tailor the conversation for each call according to the company's history with the customer. To increase productivity, administrators can control how much time the agent has to review the contact's details and history before the system automatically dials the customer's number.

## TCPA Manual Touch Mode

TCPA Manual Touch Mode enhances preview dialling by removing automatic dialling without agent involvement. Agents can review the contact details of pre-assigned records and then initiate the dial or skip the record. This can be used to meet TCPA regulations.



## Outbound Capabilities:

- Automated Dialler Technologies
  - Predictive Dialler
  - Power Dialler
  - Progressive Dialler
  - Preview Dialler
  - TCPA Manual Touch Mode
- Campaign and List Management
- CTI Screen Pop
- CRM Integrations
  - Salesforce
  - Oracle
  - Zendesk
  - Microsoft Dynamics
  - ServiceNow
- Web Callback
- Agent Scripting
- Real-Time DNC List Management
- FTP Data Import
- Outbound Call Priority
- Disposition Timers and Redials
- Answering Machine Detection
- Automatic Voicemail Laydown
- Time Zone Rules Dialling
- Vertical Dialling Mode
- List Penetration Dialling Mode
- Local Caller ID
- Quality Monitoring
- Voice Recording
- Standard and Custom Reports
- Remote Agents

Improve your outbound operation with the Five9 solution for outbound campaign management, including our best in class patented predictive dialler. Automated lead management tools help organise your sales funnel and empower your agents to focus on improving contact ratios, conversion rates, and closing deals.

## Campaign and List Management

The Five9 Outbound Contact Centre provides comprehensive, automated lead management tools so your agents and inside sales teams can focus on having productive conversations that help you qualify leads and close business.

Five9 Campaign and List Management capabilities offer robust features that track your sales process and produce greater efficiencies. These features include the ability to automatically update dialling lists based on call outcomes, increase contact ratios with local presence, and stay TCPA compliant with DNC list management. With these and a host of other features, your contact centre agents and sales teams, increase their productivity as they qualify, nurture, and convert more sales opportunities.

## Vertical and List Penetration Dialling

For debt management agencies and other organisations that must urgently get in touch with contacts, Five9 provides a Vertical Dialling feature for all four of our dialler technologies. Each contact number, up to three, is dialled in succession to maximise live connections with each contact. You can also configure your dialler for List Penetration Dialling when a call list needs to be processed quickly by dialling the first number for each contact.

## Real-Time "Do Not Call" List Compliance

Five9 helps you comply with DNC list legislation by letting you upload your company's supplemental DNC list, which automatically excludes these phone numbers from your outbound calling activity. In addition, the Five9 solution automatically tracks inbound DNC requests and allows agents to mark callers' requests to be placed on the DNC list in real-time. You have the option to override the DNC list if a customer changes their mind.

## Reach Sales Leads Faster with Web Callback

Our cloud solution provides a number of ways to reach hot sales leads immediately, so you can capture more revenue by contacting these leads before your competitors do. The Web Callback feature receives requests from website visitors and generates an immediate automated callback. Once the call to the

website visitor is connected with an available sales associate, a CTI-enabled screen pop helps increase close rates by providing your representative all the information about the lead. By using Five9 Cloud APIs, any website can be integrated with your contact centre so that sales leads and other types of callback requests can be added to existing call lists.

## Agent Scripting Turns Conversations Into Sales

The Five9 Outbound Contact Centre provides flexible, integrated agent scripting with automated outbound dialling. This enables your agents to deliver more sales pitches to more prospects. Call scripting ensures consistent sales call handling, even by less experienced agents, so your organisation can generate more qualified leads and increase sales revenues.

Five9 enables agent scripting that allows administrators to define a linear script or a branching conversation. For branching conversations all agent-entered information is captured, associated with the contact record and can be reported on within the Five9 reporting application. And, our extensive quality monitoring and call recording features enable you to evaluate, train, and improve your sales teams performance.

## CRM Integrations

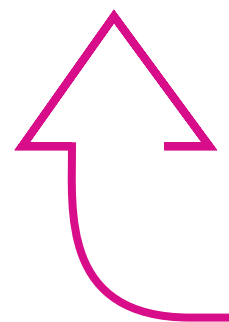
Five9 provides pre-packaged integrations with market-leading CRM providers, enabling companies to take full advantage of the benefits of cloud computing and increase productivity for employees in virtually any department. Once an outbound call is connected, the Five9 Outbound Contact Centre can open an appropriate contact, case, opportunity, or lead. Each displayed phone number becomes a clickable link to make an outbound call, and all calls and notes are automatically saved in the CRM application.

## Learn More

Schedule a demo to see for yourself how the Five9 Outbound Contact Centre can help you balance cost containment and customer satisfaction. To get started, **visit [www.btlnet.co.uk](http://www.btlnet.co.uk) or call 01483 242526**

"We went from a hand dialling outbound call centre to an automated cloud contact centre within 30 days, and our agents were producing nearly double the amount of appointments daily. **Our agents have gone from a lot of dead air time dialling, to being connected to prospects nearly 60 percent of their workday. I strongly recommend this integrated solution for new and growing contact centres.**"

Justin Hoysradt VP Sales  
Abundant Energy Partners



## About Britannic Technologies

Since 1984, we've been matching business problems with the right technology solutions. We provide reliable, secure networking, communications and digital solutions along with plenty of expertise to keep your business connected.

For more information visit [www.btlnet.co.uk](http://www.btlnet.co.uk) or call 01483 242526

