



Voiptime Cloud Predictive Dialer for Improved Debt Collection

Voiptime Predictive Dialer solution will boost call center performance by 70 %.

DENVER, COLORADO, UNITED STATES, October 5, 2016 /EINPresswire.com/ -- September 30, 2016. — Voiptime, a well-known call center solutions developer, announced the upcoming release of [Predictive Dialer System Online](#). It will help to maximize agent productivity and debt collection ratios by providing right tools for their performance.

The system will feature powerful dialing capabilities and will allow to operate the call center more efficiently and to optimize resources.

Voiptime Cloud Predictive Dialer Features

The goal of each debt collection operation is to reach maximum number of debtors and to recover as much financial resources as possible. The Voiptime cloud based Predictive Dialer will combine all features, necessary for effective and fast debt collecting: several dialing modes, powerful routing, call recording, call monitoring, custom scripts, lead management system, task reminders, real-time and historical reporting.

Agents perform more effectively. They can access all client information and interaction history while making a call. Flexible intelligent scripts lead the conversation through the proper scenario, adjusting to client's situation, scoring and history. The script makes easier for the collector to warn debtor about not paying consequences and to make appropriate agreement.

Dialing Modes

The Predictive dialer for sale and debt collection will feature 4 dialing modes: Predictive, Power, Progressive and Preview to cover different kinds of campaigns and tasks.

Reaching debtors and collecting fees is always challenging for business. Clients often don't want to answer the phone, act aggressively, refuse to pay, ask for payment delays. Voiptime Cloud predictive dialer makes collection process much easier.

In Predictive mode the system dials several numbers from the pre-loaded phone list and connects a call to the agent only when a live person answers. This reduces the wastage of agent's time and allows reaching more debtors in one day.

The Voiptime solution will help to:

- Improve agent's productivity by avoiding manual number dialing;
- Skip outdated numbers, busy signals, dropped calls;
- Run several retry sessions, dial again contacts that have not been reached during the first session;
- Schedule best time to call with the help of interaction report analysis and Time Zone feature
- Make sure debt collection is fair and follows regulations (certain number of redial trials is made, calls

are made within acceptable hours of the day etc).
Please check Voiptime Cloud Facebook page and read Voiptime blog.

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