



XCALLY MOTION

Outbound Dialer

MotionBull Overview

xCally MotionBull Outbound Dialer

Nowadays, the outbound services have changed dramatically. As a rule the calls have become more targeted and friendly, end users have the possibility to enlist in Do-Not-Call lists to prevent themselves from receiving unsolicited calls and there are regulations regarding the maximum time a called party is allowed to be kept waiting for an agent

For example, outbound campaigns are used as: reminders of appointments and payments in a friendly manner, notification on the status of orders, useful up-sell offers, etc. Moreover, targeted outbound calls play the role of proactive notifications and therefore can reduce the number of inbound calls.

Motion Bull is an automated outbound dialer that helps you to increase productivity and maximise the Agents talk time thanks to the Preview, Power, Progressive or Predictive dialing.

Your agent will no more waste time manually dialing numbers and waiting for an answer! The Dialer can be used for several kinds of applications, like Call Back applications, Booking reminders, Automatic Surveys, Tele-selling, Telemarketing and more



Predictive Dialer

The number of generated calls is based on prediction of how many agents will be available at the time when calls pass the dialer and on the estimated success rate of reaching the called party.

As soon as a customer answers, an agent is connected to them. Based on the average time it takes the agent to wrap up a call, the dialer “predicts” when the agent will be available again and begins calling multiple numbers. The agent will immediately be connected to a new customer when they hang up their previous call.



Preview Dialer

The dialer selects a customer record from a call list and proposes this call to an agent, who can accept it and start the call or refuse it.

Progressive Dialer

Progressive dialing minimizes wasted time between calls by automatically dialing a number from a call list as soon as an agent becomes available. Unlike predictive dialers, which make multiple calls at once before an agent is available, progressive dialers make calls one after the other, and only when there is an agent ready for a customer to answer

Power Dialer

Calls are generated according to the calls-to-agent ratio that you can manually set.



Queue and IVR Campaigns

In a queue campaign, the dialer generates calls to contacts in a list and puts the call in a queue only when the contact answers the call. Agents available in the queue will be able to answer and connect to the contact. You can create any number of queue campaigns that run simultaneously

In an IVR campaign, the dialer generates calls to contacts from a list and forward the call to an IVR only when the contact answers the call. This type of campaign is usually used for surveys and does not depend on any queue status or availability of agent in a queue