

Management Information

Real time display empowers call centre managers with a tool which allows them to monitor agent performance and status across the whole company or just by campaign. Managers can also listen in and track user breaks, providing a central area for managing KPI's and call monitoring.

A full range of historical reports and tracking events are included as standard. All of these can be exported into standard file formats for review.

Exit Refresh User Help

Dialler >> Reports >> Agent Status

Campaign: Referral Campaign 001

Agent	Phone Extn	Status	Duration	Campaign	Calls	Sales	Action
Administrator	104	PAUSED	00:00:12	Referral Campaign 001	0	0	Details Log
A. Jones	105	READY	00:00:23	Referral Campaign 001	83	23	Details Log
B. Aslam	106	IN CALL	00:05:03	Referral Campaign 001	79	12	Details Log
C. Young	107	IN CALL	00:02:53	Referral Campaign 001	85	35	Details Log
M. Parsons	108	PAUSED	00:03:24	Referral Campaign 001	90	25	Details Log
S. Parveen	109	IN CALL	00:08:47	Referral Campaign 001	78	26	Details Log
G. Walker	110	IN CALL	00:05:03	Referral Campaign 001	56	10	Details Log

Call Recording

The key to quality management

The Tpad dialler has an in-built call recording facility, allowing you to quickly and easily review the quality of your agents performance and review any of the objections which are raised on calls as well as enabling the business to accurately verify the call outcome.

Exit Refresh User Help

Dialler >> Dialler Reports >> Call Reports

Search Call Report

From: 2011-10-03 To: 2011-10-04

Call Status: Answered Call Type: Any

Extension: All Extensions Campaign: Sales Trial 1

Destination: Search Archive:

Duration: >=

Search Clear

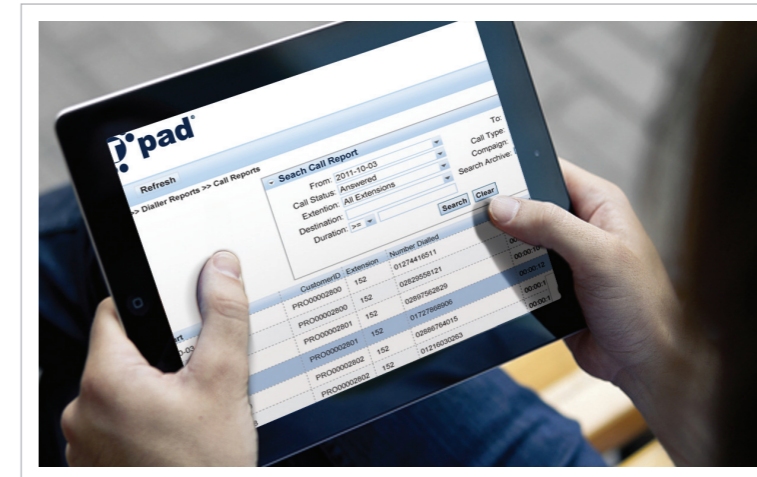
Call Start	CustomerID	Extension	Number DialedR	ing Duration	Call DurationS	Status	Recording
2011-10-03 11:40:11	PRO00002800	152	01274416511	00:00:24	00:00:36	ANSWERED	
2011-10-03 11:41:47	PRO00002800	152	02829558121	00:00:13	00:00:25	ANSWERED	
2011-10-03 11:42:59	PRO00002801	152	02897562829	00:00:10	00:00:22	ANSWERED	
2011-10-03 11:44:03	PRO00002801	152	01727868906	00:00:12	00:00:15	ANSWERED	
2011-10-03 11:46:10	PRO00002802	152	02886764015	00:00:1			
2011-10-03 11:47:38	PRO00002802	152	01216030263	00:00:1			
2011-10-03 11:49:40	PRO00002802	152	02842772497	00:00:1			
2011-10-03 11:53:02	PRO00002803	152	01274585379	00:00:1			
2011-10-03 11:55:39	PRO00002805	152	01277218326	00:00:11	00:00:38	ANSWERED	

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The Global Phone Network

Tpad Dialler



Campaign & List Management

Simple and easy to use list management facilities provide you with a centralised area to manage and utilise your campaign lists. All lists and campaigns can be managed and edited in real time from the list or campaign menu, to ensure maximum penetration of the data. Set rules that decide how and when to make calls that were previously not available. This can be achieved on a campaign basis allowing you to meet the requirements of different campaign objectives.

User ▾ Help ▾

Dialler » Admin » Lists

» Lists

Name	status	campaign	Description	Action
Data from Marketing 002	Y	New Business 001	Outbound New product Test	
Referral list 005	Y	Referral Campaign 001	Referrals From Marketing	
Existing Base 003	Y	Customer Research 001	Qualifying Leads	
WLR 002	Y	Talk 001	Outbound Talk Campaign	
ZONE 05a	Y	FTTC -Customer 0001	Fibre To active areas	
Existing Base 007	Y	Sales outbound 001	Outbound Sales to current customers	
Expiring -2 months	Y	Trial Sales 003	Sales trial by contract expiry date	
BB REF 006	Y	Referral Campaign 002	Referrals from Marketing	

User ▾ Help ▾

CRMO » Survey Test

» Survey

Connectivity		Telephone	
How many internet users are there at your premises:	<input type="text" value="100"/>	How many telephones do you have:	<input type="text" value="100"/>
What type of broadband connectivity do you have:	<input type="text" value="ADSL"/>	Who provides your current phone system:	<input type="text" value="TPAD"/>
Who is your internet supplier:	<input type="text" value="BT"/>	Do you own your current phone system:	<input type="text" value="YES"/>
What do you pay for connectivity:	<input type="text" value="£100"/>	What is the lease date end of your phone system:	<input type="text" value="01-2015"/>
When does your current contract end:	<input type="text" value="01-2015"/>	What type of telephone line do you have:	<input type="text" value="IP"/>
		How many channels on this line:	<input type="text" value="100"/>
		How much do you spend on telephone line rental:	<input type="text" value="£300"/>
		How much do you spend on calls:	<input type="text" value="£150"/>
Email		Mobile	
What is your current email platform:	<input type="text" value="outlook"/>	Who is your current mobile phone operator:	<input type="text" value="02"/>
		How many company mobiles do you have:	<input type="text" value="30"/>
		What is your current spend for company mobiles:	<input type="text"/>
		When does your mobile contract expire:	<input type="text"/>

Scripting Tool

The dialler has an inbuilt scripting tool that will streamline the way you collect and store information about your customers. The scripting tool can be customised to suit each specific campaign depending on the information you need to gather. All information gathered through the scripting tool can be reported against, giving you a clear visibility of campaign success.

Agent Desktop

Agents have a clear understanding of their current performance, they can identify the campaign they are currently working on and understand their current status. Depending on the type of campaign within the agent screen, they are able to view the current customer being dialled. By following the scripting, it allows your business to standardise call flows, making it easier to grade calls and focus on the correct training.

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Dialler >> Dialler Login >> Login

Campaign	Referral Campaign 001	Time	2011-09-22 04:01 PM
Active List	Referral list 005	Phone Status	Paused
Description	Referrals From Marketing	Duration	00:01:57
Campaign Shift	Active		

» Customer Details

Title	Mrs	Phone Number	01234 5678910
First Name	A	Dialled	
Last Name	Customer	Mobile	a.test@tpad.com
Address	10 Test Lane Test Town		
Postcode	TT1 4TT	Email	
		Fax	

» Customer Notes

» Questionnaire

Telephone	Connectivity
Who is your current phone provider:	Who is your internet supplier if not bundled contract:
Is this bundled with Broadband:	What type of internet user are you:
If the Telephone and Broadband bundled, what is the approximate cost:	If broadband separate from phone how much does Your internet cost per month:
If separate provide for phone and broadband what is the monthly cost of your line rental:	How would you rate your broadband supplier 1 to 5 with 5 excellent:
When does your telephone contract end:	If you could get faster broadband would you want it:
How would you rate your supplier 1 to 5 with 5 representing excellent:	If you could get cheaper broadband would you want it:
	How would you like to be notified of the best offers Nearer your contract renewal:
	How would you like to be notified of any offers:

Decision Maker Observation

Sex of decision maker:

When does your current contract end:

Call Backs

Intelligent call backs provide a feature that allows agents to specify a time to call your prospects back. The agent has the choice to make this an agent only call back which will go into their personal queue or can put the lead back into the dialling list to be picked up by the first available agent when the call back time is reached. Agents can also place notes against the call backs so that they know all the details about specific prospects.

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Dialler >> Dialler Login >> Login

Campaign	Referral Campaign 001	Time	2011-09-22 04:01 PM
Active List	Referral list 005	Phone Status	Paused
Description	Referrals From Marketing	Duration	00:08:14
Campaign Shift	Active		

» Customer Details

Title	Mrs	Phone Number	01234 5678910
First Name	A	Dialled	
Last Name	Customer	Mobile	a.test@tpad.com
Address	10 Test Lane Test Town		
Postcode	TT1 4TT	Email	
		Fax	

» Customer Notes

» Call Disposition

Disposition:

Callback Date:

Callback Time:

Notes:

Agent Callback only: