



iceCampaign

Complete Campaign Management Solution

iceCampaign runs lead generation, promotions, and customer service campaigns for your contact center, helping you to increase productivity and maximize agents' time without sacrificing customer service or satisfaction.

Contact centers deploy iceCampaign to curtail agent burnout, eliminate dialing errors, blend inbound and outbound campaigns, reduce abandoned calls, and leverage investments in third-party databases.

Every contact centers' campaign management needs are unique, so iceCampaign provides several options:

Preview dialing

Lets agents dial each contact by clicking a button on their desktop. Decreasing dialing errors and increasing productivity, agents control the rate at which calls are placed

Progressive dialing

Automatically dials the next prospect; agents can review the prospect's record while iceCampaign dials

Predictive dialing

Automatically dials a list of numbers. When it gets a live answer, iceCampaign connects the agent to the call. The prospect's record appears on the agent's screen when the call is connected

iceCampaign Interface

The screenshot shows the 'IceCampaign' application window with a toolbar at the top. Below the toolbar is a form with the following fields:

- Shave Campaigns: [Dropdown]
- Returned Campaign: [Text]
- Result: [Text]
- Prospect Name: [Text] (Value: Lucas Media)
- Telephone Number: [Text] (Value: 116-588-9955)
- Your Name: [Text] (Value: Cara Simpson)
- Callback Time: [Text]
- Dial Prefix: [Text]
- Last Handling Agent ID: [Text]
- Comments: [Text] (Value: Satisfactory Service)
- Address: [Text] (Value: 555 Avenue Road)
- Waiting List Size: [Text] (Value: Full)
- Gender: [Text] (Value: Male)
- Balance Owning: [Text] (Value: \$0.00)
- Account Name: [Text] (Value: Media)
- Undefined: [Text] (Value: Undefined)
- Undefined: [Text] (Value: Undefined)
- Undefined: [Text] (Value: Undefined)

At the bottom of the interface are five icons: a group of people, a person with a red X, a telephone, a group of people with a green checkmark, and a red telephone.

Choose the dialing options best suited to your needs.

iceCampaign:

Maximizes agent talk time

Minimizes agent burnout

Automates without compromising service

Eliminates dialing errors

Increases agent productivity

Reduces call abandonment

Easily manages multiple campaigns

Leverages third party and legacy databases

Customizes a solution tailored to your business

About ComputerTalk

ComputerTalk is the voice solutions specialist, where one spoken command gets callers where they need to go. Founded in 1987, we provide integrated communication solutions for contact centers, enterprise, and Government agencies worldwide.

With hundreds of Microsoft-powered installations delivered on Intel hardware, our applications range from virtual networked CTI, to seamlessly blended agent-assist, to self-service. With 2,000,000 calls outsourced each month in hosted services, our secure multi-modal voice and data applications keep callers connected while on the go.

Built on VXML, SALT, next generation VoIP/SIP, TDM, or wireless technologies, our custom and pre-packaged voice solutions increase customer satisfaction and loyalty, generate higher revenues, reduce costs, and improve security. For more information visit www.computer-talk.com or call 1 800 410 1051.



P-CPG-508-103EN

www.computer-talk.com
1.800.410.1051