

Telsolutions Introduces Telsolutions Preview+ to Provide Contact Centres Flexible Dialling Strategies

Enables outbound contact centres to seamlessly transition between dialling strategies for more effective and compliant customer outreach

Telsolutions, a leading provider of cloud-based, multi-channel proactive customer communications, today announced the immediate availability of Telsolutions Preview+, a preview dialling enhancement to Telsolutions Hosted Dialler offering on the Telsolutions Engage Platform. This provides contact centres with the necessary [contact strategies](#) to address regulations that limit the use of automated diallers.

Telsolutions Preview+ requires the agent to manually launch a preview dial and allows the agent to work in a manual-like state. Telsolutions Preview+ functionality provides immediate benefits to contact centres including:

- **Enhanced Strategies:** Telsolutions flexible platform enables parallel call passes that seamlessly transition between preview and predictive dialling modes. This is the most effective dialling strategy to take maximum advantage of permissible calling windows. Alternatively, Telsolutions can filter mobile numbers from a contact list for preview dialling.
- **Secure Agent Interface:** When a call is connected to a ready agent, the encrypted caller data is presented via the Agent [Voice Portal](#), a secure web-based desktop application. The agent can view the caller information, complete a call transfer or conference in a third party if needed, and disposition the outcome of the call using custom business rules. Agent utilisation and call disposition reports provide actionable insights into agent productivity and campaign performance.

Trials

During recent trials of the blended predictive and preview dialling strategies, customers have reported a significant increase in right part connects, promises to pay and collections. References are available upon request.

During the month of February Telsolutions are offering a limited number of free trials to demonstrate the predictive and preview dialler functionality. If you would like further information or to book your trial date please contact Rob Kelly rob.kelly@telsolutions.co.uk or call 01279 456 678.

Adoption of Cloud Communications

Many organisations have identified hosted or cloud-based communications as a primary method to lower costs in their operations while providing the greatest flexibility and capacity. By 2016, cloud communications will grow by over 21 percent, reaching £4 billion in revenue, while the on-premise communications equipment market will grow only 4.3 percent, [according to ABI Research](#).

Multi-Channel Solution for Outbound Call Centres

While today's call centres still rely on the voice channel for the majority of their outbound contact, many are quickly evolving to support a broad range of communications channels. Telsolutions prepares call centres for the future while fulfilling their needs today.

Telsolutions offers an integrated, multi-channel offering to complement its hosted dialler. As a result, call centres can leverage a variety of communications channels from Telsolutions Engage, the intelligent, multi-tenant cloud communications platform which also provides interactive text messaging, inbound IVR, and a full suite of pacing, CTI, and agent utilisation

tools.

About Telsolutions Communications

Telsolutions Communications is a leading provider of cloud-based, multi-channel proactive customer communications solutions designed to transform the way organisations communicate throughout the customer lifecycle to build trusted, lifelong and profitable relationships. Clients can leverage [Telsolutions proactive customer communications](#) offering and expertise in designing, executing and optimising communications strategies to engage in relevant customer interactions that deliver long-term business value. Visit www.Telsolutions.co.uk for more information.

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Communication Innovation

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