



COMMUNICATION TECHNOLOGY WITHIN YOUR REACH

## CT-IVR Dialer

Imagine a busy day at a call center doing debt collection. Every morning, the group of agents has to slog through a huge long list of phone numbers and manually call each one. Usually, some of the phone numbers are either no longer working, busy or in some cases have been incorrectly inputted. The agent has to spend a lot of time working through these numbers. Boredom sets in. Precious time better spent serving customers is lost. All these factors present a decline in the effectiveness and productivity of the whole team.

CTAPPS's CT-IVR Dialer solves this problem by *automatically* making outbound calls to these numbers, rooting out the defective digits. Upon the other party line on remote alerting (ringing), the system can route the call to the agent. If the line is busy or engaged, the system will cycle to another number on the list.



The system will inform the agent when and to whom it is making the call, as well as extracting from the database the call-in information. This speeds up the call process, as the agent no longer has to worry about remembering numbers. The database info pop-up screen also tells the agent exactly what he needs to know to respond to the call effectively. Every call can then be spaced out on a time interval set up by the Call Center manager.

The system is proven and easy to use, especially for front-end (user level) applications. The agent will log in to the system using their personal ID. The system will then route the incoming calls to each agent based on their ID and the parameters set by the manager. The call-center manager can decide if an agent is skilled enough to answer certain calls. Basically, for important/troublesome customers, the system can route the calls to the more experienced agents, while giving the easier handled customers to the non-veteran agents.



The call center manager will then monitor the system in real-time. These provide the manager with information as to how effective each agent is at answering calls and the potential invalid/defective phone numbers. The manager can then easily rectify the problems.



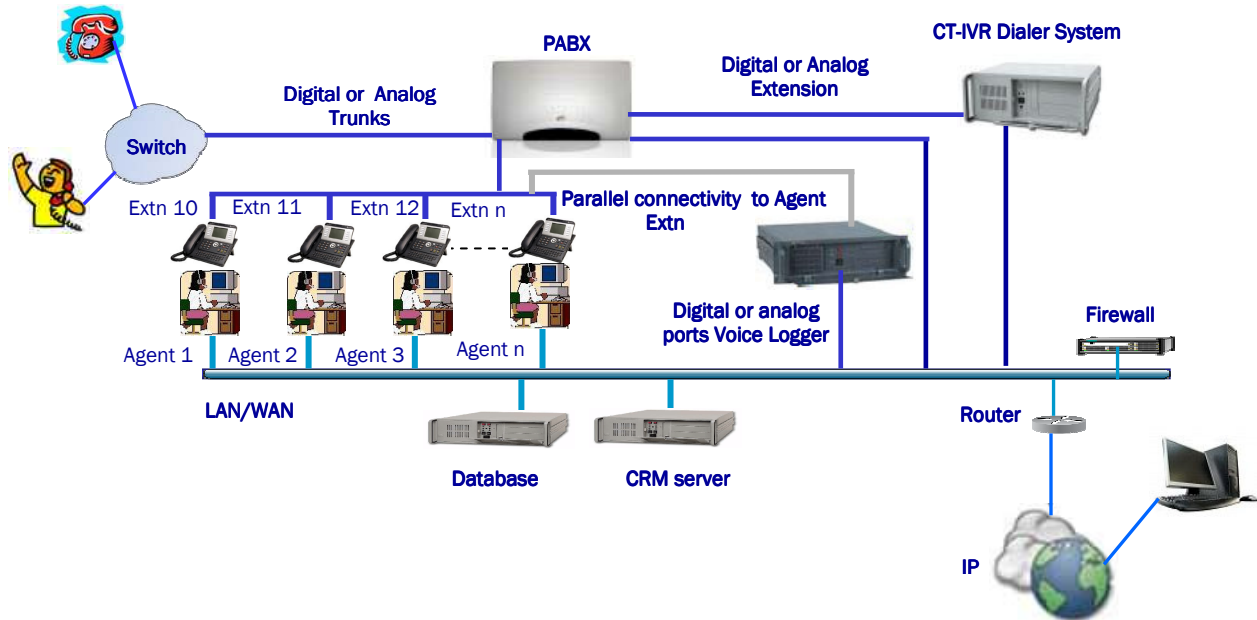
When the working day starts, the system synchronizes with the network time so the calls can start at that particular time. The dialer then starts calling its preset list of phone numbers one customer at a time. Upon remote alerting on the other side, a pop up screen will display the clients ID (taken from the customer database) and sends it to an idle agent. The call is then transferred to the agent. The dialer will then dial the next number and transfers it to the next idlest agent. This process is repeated until the list is exhausted or repopulated with new numbers.



### CTAPPS MSC SDN BHD

No. 5, Jalan 4/93, Taman Miharja, 2 1/2 Miles Off Jalan Cheras, 55200 Kuala Lumpur.  
Tel: 03-9200 3393 Fax: 03-9200 3391 Website: [www.ctapps.com](http://www.ctapps.com)  
Email : [sales@ctapps.com](mailto:sales@ctapps.com)

## System Architecture



## Features & Benefits

- A Window's based solution
- Interactive Voice Response technology
- ACD based on most idle agent
- Client info screen pop
- Call center manager monitor in real-time
- Agent's productivity monitoring
- Abandoned call monitoring
- Detailed reporting system
- Client/Server architecture
- Proven Platform
- Supports major PABX's and databases
- Supports analog or digital network interfaces
- Modularly designed
- Flexible configuration
- Scalable
- Excellent Investment Payback

## Additional Solution

- IVR Dialer (outbound – for telemarketing)
- Billing Reminder
- Billing Enquiry
- Subscriber IVR
- Help Desk IVR
- Alert & Response System
- Telemarketing system
- Unified Messaging System
- Teleconferencing
- SMS Gateway
- Simple User Interface for Help Desk
- ASP Billing (for multi tenant billing)
- Value added mobile voice & SMS application.
- Value added voice, SMS and Web base application.