

# Solution overview for CALL CENTERS

CONTACT MANAGEMENT

HD™ 2.0 | CONTACTS®

## IMPACT® HD™ 2.0 | CONTACTS® Call Center (PBX, Dialer, IVR)

HD 2.0 | CONTACTS is a comprehensive all-in-one cloud-based telephony contact management system designed to help call centers contact & engage with consumers. The solution includes a virtual PBX system, Integrated Dialer Pure Contacts®, Mobile Contacts®, IVR, call recordings, dynamic phone scrubbing & more.

**Managing calls :** handle all aspects of the calling process within one solution. Manage calls simply & increase customer satisfaction.

### SOLUTIONS

- Click-to-Dial
- Power Dialing
- Predictive Inbound/Outbound Dialer
- Visual Workflow Campaigns
- ACI (Agent Call Initiator)
- Management Driven Collector Queues
- IVR Scripting & Text-to-speech
- Real-time disposition & recording updates
- Dynamic ANI Display & Routing
- Cell Phone Scrubber
- ACD & Skill Routing
- ACD Last Call

### BENEFITS

- Fully compliant with regulation controls
- 100% Cloud-based
- Increases right party contacts
- Increases collections revenue
- Streamlines business processes
- Heightens productivity and efficiency.
- No agent required manual effort
- No file uploads / downloads, recordings management required – all is automated
- Call monitoring real-time dashboards
- Listen-in, barge-in or whisper monitoring
- Automated account screen pop
- Auto-records & appends file to account
- Screen and call throw feature
- Interactive Voice Recognition (IVR) for self-serve phone payments or acct review