

# Outbound Cloud Contact Center

Power Your Sales Performance and Triple Your Productivity



Leverage our automated dialer technologies and campaign management tools, to enable your agents, inside sales, and lead generation teams to improve contact ratios and uncover more sales.

## Features

- Automated Dialer Technologies
  - Predictive Dialer
  - Power Dialer
  - Progressive Dialer
  - Preview Dialer
- Campaign & List Management
- CTI Screen Pop
- CRM Integrations
  - Salesforce
  - Oracle/RightNow
  - NetSuite
  - Microsoft Dynamics
- Web Callback
- Agent Scripting
- Real-Time DNC List Management
- FTP Data Import
- Outbound Call Priority
- Disposition Timers and Redials
- Answering Machine Detection
- Automatic Voicemail Laydown
- Time Zone Rules Dialing
- Vertical Dialing Mode
- List Penetration Dialing Mode
- Local Caller ID
- Quality Monitoring
- Voice Recording
- Standard and Custom Reports
- Remote Agents

## Predictive Dialer Supercharges Productivity

The Five9 Predictive Dialer automates outbound dialing and triples the amount of time your agents spend talking to real prospects and customers, instead of dialing numbers.

Use the Five9 Predictive Dialer when you have a large number of leads you need to contact quickly. It runs through your call lists across multiple campaigns, detects voice mail, fax machines, and busy signals. It also avoids "Do Not Call" numbers and automatically adjusts the dialing pace according to predicted agent availability.

## Multiple Automated Dialer Options

Five9 offers all the automated dialing technologies so you can find the right match for your specific needs.

### Power Dialer

If you have a small number of sales executives and a large number of prospects you need to contact quickly, the Five9 Power Dialer is the right choice for your business.

Sales representatives use power dialing when they prefer to manually control the dialing pace. The power dialer automatically dials a user-configured number of calls per available sales agent, and is an excellent way for smaller organizations to gain the productivity benefits of automated dialing while leveraging all the robust campaign and list management features provided by the Five9 Outbound Cloud Contact Center.

### Progressive Dialer

Contact centers that prefer to avoid dropped outbound calls typically use progressive dialing, which automatically dials one call per available agent. For business-to-business campaigns, it's important to have an agent available for every connected call. Progressive dialing is the best way to gain the productivity benefits of automated dialing while ensuring each connected outbound call is delivered to an available agent.

## Preview Dialing

Preview dialing is typically used in contact centers where agents need to familiarize themselves with the context of the customer relationship or the last contact just before dialing. This allows agents to tailor the conversation for each call according to the company's history with the customer. To increase productivity, administrators can control how much time the agent has to review the contact's details and history before the system automatically dials the customer's number.

## Campaign and List Management

There's a lot involved in the sales process and Five9 Outbound Cloud Contact Center provides automated lead management tools that produce greater efficiencies and accelerate your sales momentum, including:

- Data import via FTP to automatically import lead lists when starting new campaigns
- Local caller ID to connect with more live prospects
- Disposition timer and redial feature to automate lead nurturing
- Dialing ratios feature to specify the frequency agents call hot lead records

## Vertical & List Penetration Dialing

For debt management agencies and other organizations that must urgently get in touch with contacts at any of the contacts' numbers, Five9 provides a Vertical Dialing feature for all four of our dialer technologies. Each contact can be configured with three numbers, and the Five9 dialer prioritizes live connections with each contact.

You can also configure your dialer for List Penetration Dialing when a call list needs to be processed quickly by dialing the first number for each contact.

## Virtual Contact Center Platform



You supply the agent, computer, headset and an Internet connection; we provide everything else.

### Unity Connected Solutions

Over 500 of our customers have complex contact center needs.

We believe that many will enhance their current customer engagement strategy by leveraging the Five9 cloud contact center portfolio.

With Five9's ability to create a truly Multichannel and Blended contact Center, Outbound Dialing becomes an even greater productivity tool.

### About Unity Connected Solutions

Unity Connected Solutions builds solutions for our customers to connect, communicate and collaborate with their customers.

We are a national company, with over 4,000 customers, 7 sales offices and a Customer Experience Centre based in Ontario. We operate 24/7/365.

Let us work with you to enhance your customer engagement strategy.

### Contact Us

**Unity Connected Solutions**  
450 Harry Walker Parkway S.  
Newmarket, Ontario, L3Y 8E3  
877-736-2842  
www.unityconnected.com

### Reach Sales Leads Faster with Web Callback

The Web Callback feature receives requests from website visitors and generates an immediate automated callback. Once the call to the website visitor is connected with an available sales associate, a Computer Telephony Integration (CTI)-enabled screen pop helps increase close rates by providing your representative all the information about the lead. By using Five9 Cloud APIs, any website can be integrated with your contact center so that sales leads and other types of callback requests can be added to existing call lists.

### Agent Scripting Turns Conversations into Sales

Five9 Outbound Cloud Contact Center provides flexible, integrated agent scripting capabilities combined with automated outbound dialing that enables your agents to deliver more winning sales pitches to more prospects. Call scripting ensures consistent sales call handling, even by less experienced agents, so your organization can generate more qualified leads and increase sales revenues.

Five9 provides a flexible system for agent scripting that allows administrators to easily define a series of questions and agent-entered responses that help agents work through a predictable, branching conversation.

And, our extensive Quality Monitoring and Call Recording features enable you to evaluate, train, and take your sales agents to a higher level of performance.

### Real-Time Do Not Call List Compliance

Five9 helps you comply with Do Not Call (DNC) list legislation by letting you upload your company's supplemental DNC list and automatically exclude these phone numbers from your outbound calling activity. In addition, the Five9 Cloud Platform automatically tracks inbound DNC requests and allows agents to mark

callers' requests to be placed on the DNC list in real-time. You have the option to override the DNC list with customers that you have permission to call.

### Contact Management

Five9 Outbound Cloud Contact Center includes a database of contacts for your company that agents can access and update as they interact with customers. Agents can look up contacts, add callbacks, and dial the customer directly from their contact data.

### CRM Integrations

You can also take full advantage of the benefits of cloud computing and keep your employees working productively in their familiar CRM application. Once an outbound call is connected, the Five9 Outbound Cloud Contact Center opens an appropriate contact, case, or lead. Each displayed phone number becomes a clickable link to make an outbound call, and all calls and notes are automatically saved in the CRM application.

### Want to Know More? Schedule A Demo

See for yourself how the Five9 Outbound Cloud Contact Center helps you balance cost containment and customer satisfaction. Give us a call at Unity Connected Solutions @ **1-877-736-2842** and we'll schedule an in-depth demo just for you.

### About Five9

Five9 is the leading provider of cloud contact center solutions, bringing the power of the cloud to more than 2,000 customers worldwide and facilitating more than three billion customer interactions annually.