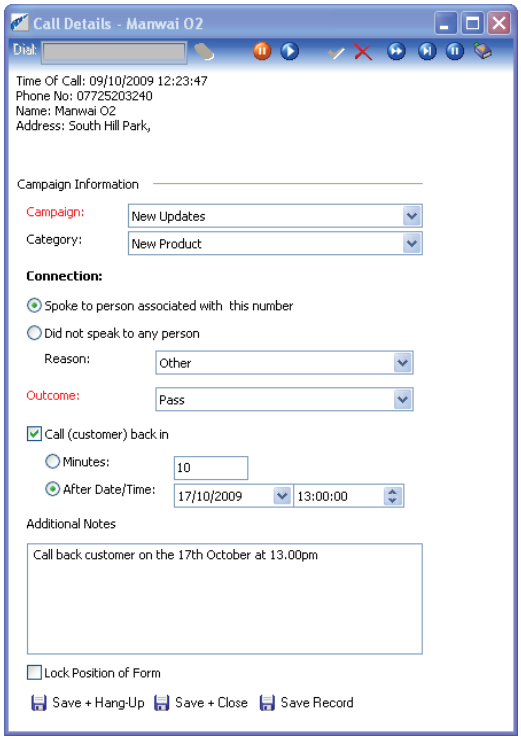
CommSoft RMS

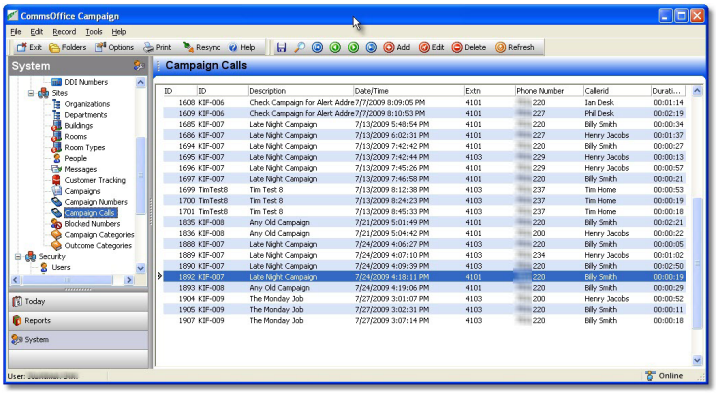
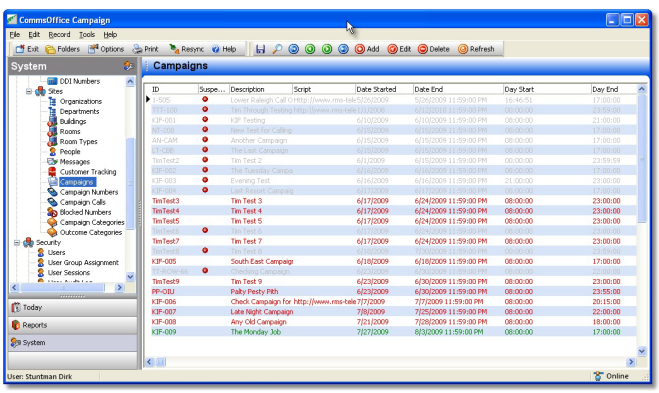
CommsOffice Campaign

Sales Campaign Management/Auto Dialing

Single or multiple outgoing sales campaigns can now be established, using the latest addition to the CommSoft family of CommsOffice applications. Used in conjunction with the existing CTI Client software, CommsOffice Campaign allows the user to create date effective campaigns containing the extensions, numbers to be dialed and the performance times so as to automatically dial a list of selected customer numbers at a pace determined by the administrator.

Called numbers are flagged with outcome results and can be blocked for future contact if required. Campaign number lists can be reused, imported from previous campaigns, or imported from a variety of sources such as CSV files of any ODBC compliant databases. Calls associated with Campaigns are recorded separately to the overall site traffic to allow the administrator to view results. Extensions assigned to Sales Campaigns can be assigned to a Campaign "ACD group" and all outgoing traffic will be associated with this group. The system will automatically pause or skip extensions that are on break or busy and can be suspended and reactivated at any time……



Automatic Customer call back (from Queues)

CommSoft will soon launch another feature to enhance the Panasonic PBX range that will allow a user, waiting in a queue, to select an option that will allow the system to automatically call them back rather than sitting on hold. Initially the system will require the user to have CLI/CLID enabled on their telephone to enable the automatic call back however the application will be quickly expanded to allow the user to enter an alternative (or in the case they have no ID) contact number they wish to be contacted on……Just one of the many new features coming your customers way this year…..