

*“Make contact faster -
empower your agents with Intelligent Power Dialing.”*

CTFUSION | Contact

contact

CTFusion-Contact delivers powerful intelligent dialing to your contact center agents.

Improve contact center efficiency
Reduce the time agents spend initiating calls, by reducing agent dialing errors.

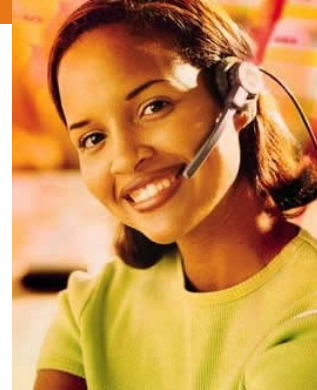
CTFusion-Contact will improve your contact center's bottom line by improving the efficiency of outbound call handling.

Powerful List Dialing and Configuration Options on a per Campaign basis

- ➔ Power Dialer or Pre-emptive Dialer Calls are connected to Dialer Members
- ➔ Monitors member availability prior to establishing a call. Blended Mode operation.
- ➔ Broadcast Message Campaign
 - Broadcast message/disconnect
 - Broadcast message/transfer
 - Broadcast message/Collect Digit Transfer

CTFusion-Contact Features:

Call lists are managed by campaign
Schedule when each campaign is to run
Power Dial - agent gets connected calls
Minimal Agent Connect Time
Pre-emptive Dial - Agents on for full call
Minimize Abandon call.
Call Reports Campaign Activity
Import Campaign List
Observe Target Time Zone



- ⇒ Get your agents in contact with your clients faster
- ⇒ Eliminate agent dialing errors
- ⇒ Flexible list dialing and configuration options.
- ⇒ Dialing based on agents monitored real-time availability.
- ⇒ Natively integrates with Altigen

**Empower your Contact Center Today
with an Intelligent Power Dialer!**

Codefusion
COMMUNICATIONS INC.



Exclusively for the Altigen
AltiiWare IPPBX Systems



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