

## Predictive Dialer

**Fluency** Predictive Dialer from HOMISCO is the predictive dialing solution selected by enterprises worldwide to enhance the performance of their telemarketing, sales, collections and other critical outbound call operations. Our predictive dialer solution uses sophisticated software to dynamically examine multiple variables for each call agent concerning talk time and resolution of tasks as well as number of agents, number of campaigns, and other factors. Calls are initiated in anticipation of an agent being available based on activity patterns and thus increase productivity by 30%-60%.

### Fluency Predictive Dialer Benefits:

- Drastically increases the time spent talking to actual customers or prospects.
- Minimizes the down time between calls.
- Effortlessly connects into your existing phone infrastructure.
- Minimal setup and training time required.
- Backed by a company that you can trust.

The **Fluency** Predictive Dialer is available as a standalone product or as a fully integrated application within the **Fluency** Contact Center Suite solution. The Contact Center Suite consists of three independent or fully integrated modules that create a simple yet extraordinary contact experience for your clients. **Fluency** Predictive Dialer fits elegantly within the Contact Center Suite infrastructure, removing expensive technology touch points, simplifying support and providing a single user interface for agents and management.

### Fluency Contact Center Suite Benefits:

- True interactive IVR
- Comprehensive ACD/Skills Based Routing
- Progressive Dialing /Full Call Blending
- Predictive Dialer Option
- Call Recording Option
- Flexible CTI
- Voicemail Queuing
- LAN Screen Boards
- Live Supervisor Tools
- Full Historical Report Set

**Fluency** Predictive Dialer is compatible with Microsoft® Windows 2000® and Windows XP®-based operating systems. The dialer is Windows Sockets compliant, and is designed to work with all CTI protocols and standards. Test tools and well defined Application Programming Interfaces (APIs) allow the user to get up and running quickly. There are no special system requirements.

### About HOMISCO

HOMISCO, Inc. develops customized voice and call processing software for call centers and phone service providers around the world. Homisco's non-proprietary platforms and scalable applications enable service providers to quickly and cost-effectively deploy revenue-generating services over circuit-switched and packet-based networks. For nearly 30 years, Homisco has specialized in software based telephony solutions for the wireline and wireless carrier markets. Headquartered near Boston, Homisco currently supports over 2,500 customers in nearly 60 countries.