ICR EVOLUTION

DIALER
Increase your sales and agents' productivity

Increase your sales using different automatic dialing technologies available with EVOLUTION and maximize agent productivity

Contact centers are designed to:

- Provide information about new products or services to customers or leads,
- Keep track of recent purchases or complaints,
- Remind clients of an upcoming appointment.

In any case, it is extremely important that agents do not waste time dialing the phone only to get an unanswered call, a busy line, or voicemail. This decreases productivity and increases costs dramatically.

EVOLUTION's automatic dialing solutions offer you a range of customizable dialing modes to be aligned with the needs of your outbound sales campaigns.

Contact more and sell more with multiple dialing modes

Take the lead with the strongest outbound algorithm you've ever seen.

Whether your sales team is B2B, B2C, high-volume, low-volume, or highly automated, the **EVOLUTION Dialer** solution can help you empower your agents and close more sales.

Predictive dialer

Increase the number of live connections for your agents. With a predictive mathematical algorithm, EVOLUTION does the hard work of getting someone on the phone. This saves time from listening to unanswered calls or busy signals. Instead agents can focus on talking to people.

Progressive dialer

Using EVOLUTION Progressive Dialer, contact centers can embrace the productivity benefits of automatic dialing while certifying each connected outbound call is delivered to an available agent. Only dial when agents are ready, stating an increase in contact rates and a reduction in abandoned call rates.
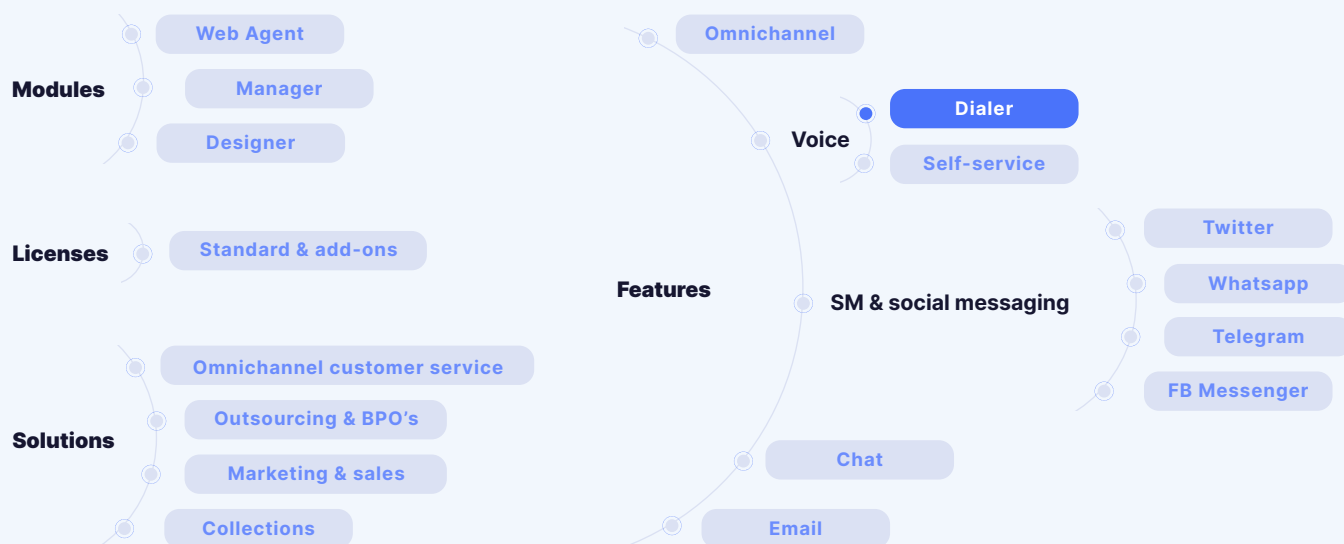
Preview dialing is ideal for contact centers that deal with complex sales. Before dialing, Evolution Preview Dialer delivers essential information to agents so they can better prepare for their next call, maximizing the chances of a positive business outcome. This functionality empowers your agents while leveraging automation, ensuring powerful customer connections.

Agentless mode

Significantly reduce the use of human resources by automating outbound calls with the implementation of automatic messaging that don't require agents, but without losing the interaction with the client if required.

Product map

Modules
- Web Agent
- Manager
- Designer

Licenses
- Standard & add-ons

Solutions
- Omnichannel customer service
- Outsourcing & BPO's
- Marketing & sales
- Collections

Features

Omnichannel

Voice
- Dialer
- Self-service

SM & social messaging
- Twitter
- Whatsapp
- Telegram
- FB Messenger

- Chat
- Email

At ICR Evolution we help you **connect with your customers in an agile, simple, efficient and productive way.** Our EVOLUTION software allows you to **be where your customers are,** at the right time and in the most natural way, offering a 100% omnichannel customer service experience.

www.icr-evolution.com

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