

# SOLUTIONS

## A true customer experience to maximize the ROI of your operations



**Do you need to manage different types of campaigns in your Contact Center? We offer you the solution in a single omnichannel software.**

### Customer Services

Our intuitive features allow your agents to focus exclusively on delivering a memorable customer experience.

#### First Time Fix

Increase your First Contact Resolution rate with our scripting and template features, that allow you to provide unified communications.

#### Exceed customer expectations

Seamless cross-channel interactions are noticed by customers. Reduced waiting times, self-service options, easy authentication and email templates are amongst many features available in EVOLUTION to help you create an effortless experience.

### Collections

With EVOLUTION, you will make the most of every minute using the type of dialing that best suits you for your debt management and improve the productivity of your agents.



#### Incredible experiences with your clients

Allow them to contact you by phone, web, chat, email, mobile apps or social media and maintain a unified experience at all touchpoints.

#### Make quality of service the reason your business stands out

There are still very few businesses that are taking a real customer-centric approach in how they operate. In fact, a majority still do not consider customer experience as a strategic factor. This is your opportunity for your business to shine against your competitors!

#### Focused agents

With CTI Screen pop-ups, agents can see all the information about the debtor. Once the interaction is over, the agent can add notes about any promises to pay as well as results and next steps agreed in the conversation.

#### Exponential productivity

Make more contacts and spend less time waiting for a call with our Call Progress Analysis feature. For these campaigns where you need to contact a large number of debtors, we also offer an Agentless mode (Call Blasting) where you can launch automated calls using an IVR function.

#### Increase debt recovery rates

Thanks to historical and real-time reports, you can identify the optimal times to reach debtors.

#### Reduce operating costs

Eliminate time-wasting manual dialing by using our multiple automatic dialing modes.

## Outsourcing and BPOs

You can scale operations as needed, add agent positions instantly, and align with changing business demands in real time, all while keeping costs predictable and under control. Integrations with CRMs and APIs make it easy for you to get started with new clients.

### Flexible and agile

Increase or reduce your contact center capacity in an agile manner in order to comply with your clients' SLAs at all times.

### Maximum productivity

Use our exclusive blending mode to enable agents to deal with contacts from different campaigns and channels at the same time in the same queue.

### The best value for money in the market

Your clients enjoy all the benefits and available contact channels from day one. Scale your platform as needed, put agents anywhere and supervisors everywhere, and pay only for what you actually use.

## Sales & Marketing

EVOLUTION includes several types of dialing so that you can choose the one that best suits your telemarketing campaign:

**Predictive dialing:** our predictive algorithms adjust the dialing automatically, optimizing the time that agents are attending your leads, being able to increase the productivity of your outgoing campaigns by up to 300%.

**Progressive dialing:** EVOLUTION detects unsuccessful calls and classifies them for retry as configured.

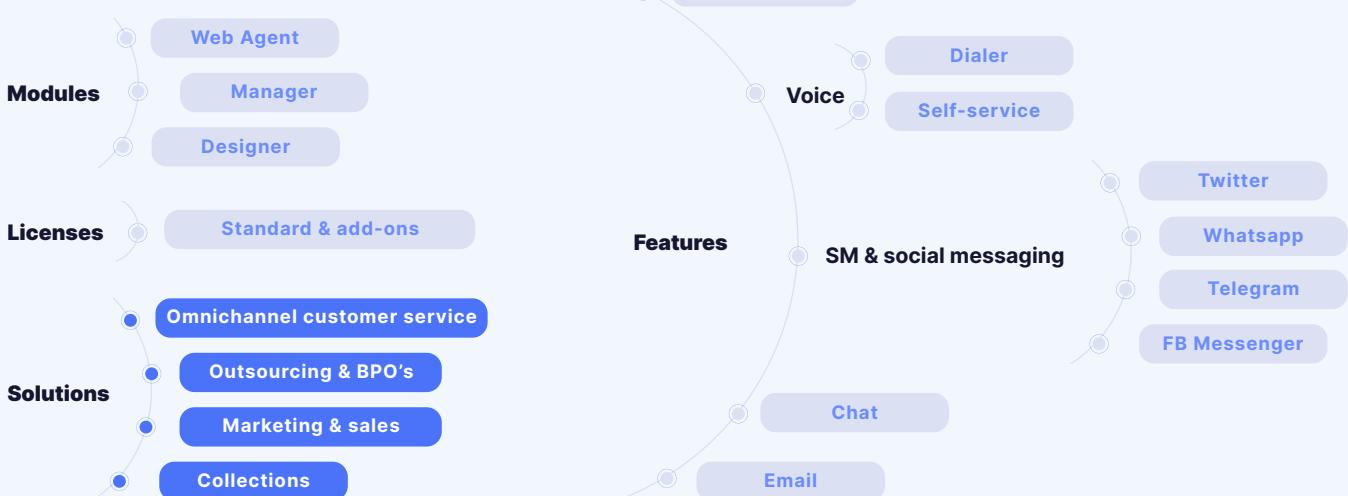
**Dialing preview:** The agent decides when the call is going to be made and previews the contact details on the screen.

**Agentless:** EVOLUTION automatically launches calls and when they are answered, an IVR service that you define yourself is launched.

Thanks to the automatic analysis of the call progress, you will drastically reduce the "cost per lead" since your agents will spend less time waiting for a useful contact. With the scripting features, your sellers will always have the right argument available.

EVOLUTION allows you to add the leads that you generate on your website to the appropriate outbound campaign.

## Product map



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.

SCAN ME  
TO SEE ALL  
PRODUCT  
SHEETS

