

Product features

The bpm'online webitel telemarketing product allows you to organize the process of automatically informing and dialing of the customer list. All calls work in the predictive mode, which allows increasing the efficiency with outgoing calls by 100 - 150%. With the help of the telemarketing product, the administrator has the opportunity to create an unlimited number of calls with a different content of the call-list, using standard client base segmentation mechanisms in bpm'online. After installing the package, the Dialer section will become available, all entries from which automatically go to the Webitel telephony server.

There are available a call with the participation of operators and call with auto informer. Calls by operators are made using the mechanism of predictive dialer, which provides maximum speed and efficiency of list processing. Calling an auto informer allows you to play personalized messages for each contact using the text-to-speech function. Also in all calls there is an answering machine recognition feature. If this function is enabled, the system will additionally check the responded person or the answering machine answered the call after connecting to the contact.

The number of calls and Calling Participants is unlimited. The number of operators that may participate in call-ring processing corresponds to the number of bpm'online webitel callmanager product licenses. The telemarketing extension allows you to add call participants in a variety of ways: from the calling page, using the standard download interface from xls, or using a business process. Information about the client's participation in all calls of the company is available on the Webitel tab in the Contact page.

Key advantages of bpm'online webitel telemarketing::

1. Launching outgoing calls within 3-5 business days from the purchase date, depending on the deployment method and infrastructure availability (SIP provider, server for on-site).
2. Increasing the operators's work speed in outgoing calls by 100-150% due to the automatic callback.
3. Configuring dynamic scripts and forms using the native bpm'online business process designer.
4. Compatible with all products based on bpm'online version 7.9 and above.
5. Transferring only successful calls (i.e. live answers) to the operator..
6. Flexible tuning of the dialer through the Webitel interface.
7. Analytics for all successful and unsuccessful dial attempts.
8. Easy playing the operators' conversations records from the Call page.