

Amcat White Paper

Predictive Dialing Algorithm



Dial Control is Dynamic and Real-time

The Amcat algorithm is a sophisticated software logic that analyses past and current events, checks the state of the system resources, performs statistical calculations on the information and produces an event response.

Automated systems analyze core events for the basic outbound dial/don't dial decision process, such as the number and duration of answered calls, number of busies, ring no answers, network intercepts, abandoned calls or answering machines. In addition to these events, Amcat measures many operational events such as teleservice representative ready time, wrap, pause and talk time. Depending on system configuration, Amcat also measures inbound traffic, call queue on-hold times, conferencing load and other relevant events that affect system resources and usage. On average, over 20 events are measured **each second!** This ensures that your business achieves maximum efficiency and productivity from the automated environment.

The architectural underpinning of the Amcat system is a key to our responsive algorithm and accurate statistical accumulation. Amcat has pioneered the use of monitoring events from the Public Switched Telephone Network. Unlike other systems that rely only on digital signal processing – the listening and identification of sounds on the telephone line – Amcat utilizes information provided instantly by the telephone network. The results are faster processing time, more accurate answer supervision and increased efficiencies.

Competent and productive operations require more than measuring and calculating events. They require a new perspective, a new view on what those events really mean and how they will impact your business. The Amcat algorithm provides that perspective in several unique ways.

Project Algorithm – The Amcat algorithm is configurable and adjusts on a per project basis. Amcat knows that not all projects have the same business criteria and management goals, so we have included the ability to have separate algorithmic specifications applied to each project.

Adjustable Call History Sampling – A 'sampling' set is a group of historical events used to perform statistical calculations and to make adjustments to the dial/don't dial process. Many systems pre-define this sampling set in a 'one size fits all' manner. Amcat knows that every

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Multiple Dialing Modes

Amcat features several dialing modes to meet the specific business need of a campaign. Dialing modes can be implemented on a campaign-per-campaign basis and include: Predictive , Power, Manual, Preview , Unattended

The Amcat solution fully supports inbound / outbound and blended campaigns running simultaneously. Individual campaign parameters can be adjusted and set for each campaign and changed in real-time. Each campaign can have its own dialing mode.

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business is different and may require different sampling sizes to reduce margins of error. The Call History Sampling variable is user configurable to allow you to fine tune your efficiency and production model.

Agent Efficiency Quotient: The Agent Efficiency Quotient is yet another example of Amcat's effort to help you increase your efficiency and production. Not all agents are similar in their methods of operation. Some talk longer, some type slower. Understanding the operational skills of each individual agent – where they are in the call process and where they will (historically) be, Amcat is able to more accurately match dial/don't dial activity to your production needs. The result is lower abandonment and lower seconds between calls – a win-win scenario.

SmartCancel™: Sometimes unexpected events happen. You may experience an influx of inbound call activity, a larger than expected answer rate or a partial room comfort break. Adjustments need to be made quickly to minimize abandonment rates or increase phone line resources. Amcat uses SmartCancel™ technology to rapidly adjust to this environment. By monitoring the call activity clear up to the point of the telephone ring, Amcat is able to tear down an out-pulsed call at the last available millisecond. The result is a lower abandonment rate, more readily available resources and stricter compliance with service level agreements or legal requirements.

Fractional Agent Quotient: Contact center agents are often assigned to multiple simultaneous projects. Systems using unsophisticated algorithms will account for these agents as a whole unit when performing adjustments, even though their individual statistics are applicable to different projects. Amcat uses only that portion of the agent statistics relevant to each project for inclusion in the sampling set and algorithmic calculation. The result is greater accuracy and faster adjustment, which translate into greater efficiency. Amcat also uses the fractional agent concept within the Reporting Module so your project reports will be more accurate.

Amcat Experience

At more than 1,000 contact centers and other organizations, our technology has proven its reliability and our people have built solid, long-term customer relationships based on quality service. With operations based in North America and Europe, Amcat has the industry experience and global reach you can depend on. And after more than a decade of serving outbound-focused contact centers, our software has grown with our customers to support their need for blended inbound-outbound capabilities.

It's more reliable, dependable, proven technology.

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Contact Amcat

Learn more.

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