

Add a boost to predictive dialing performance

BENEFITS

DETAILED REASON FOR FAILED CALLS

Go beyond the traditional telephony switch call classification and get detailed information about why calls were not successful.

IMPROVE DIALING RESULTS

Further improve the predictive dialing algorithm through a thorough call classification, delivering only connected calls to agents.

COMPLY WITH RULES & LEGISLATION

Run all contact phone numbers on Do Not Call Lists to ensure that numbers are not called. Respect international and country specific legislation.

What our Customers say about us

"With Altitude Call Classifier we are able to ensure the quality of our contact lists and dial only good numbers. For example, remove numbers that were no longer valid."
IT Manager, European Debt Collection company

Detailed classification of calls that were not connected to agents

FEATURES

AUTOMATIC MACHINE DETECTION

Detects whether it was a human or a machine answering the call.



MULTIPLE PHONE CONNECTIONS

Support to SIP and ISDN phone connections.

SAFE HARBOR MESSAGE

Tasks are delivered according to specific rules and are executed until the end

CALL RETRY

Advanced call classification features maximize all call opportunities.



AUDIT TRAIL

Auditing and logging processes ensure that no contact is left to call.

REPORTS ON CALL OUTCOMES

Ensures an accurate analysis of the successful calls and those that were not.