



DTA Outbound Communications

Desktop Alert Dialing Overview & Functionality

Desktop Alert Outbound Communications is based on Enghouse SmartDial, the industry-leading outbound platform, which provides contact centers and their agents with advanced omni-channel communications improving overall contact center productivity versus other outbound solutions.

Benefit from: business rules-based program management, multiple time zone campaign capable, deploy numerous campaigns simultaneously

- Omni-channel capable: voice, voicemail, email, 2-way SMS
- 300% productivity increase, improves contact conversion by 50+%
- Blends inbound and outbound call flows, powerful list optimization
- Simplified regulatory compliance TCPA, FDCPA, DnC, SMS and PCI
- Many integrations to CRM's, Call Recording and Payment solutions
- Complement to **Survox** – Survey Management application
- Optional - integration with **AmazonConnect** (separate offering)

DTA DIALER SYSTEM



Target Users

- Healthcare Organizations
- Government Institutions
- Pharmacies, Research Org's
- Credit/Debt recovery
- Banking, Credit Unions
- Service/support industries
- Retail – online /traditional
- Outbound Sales

Use Cases

- Informational Updates
- Appointment Reminders
- Prescription Reminders
- Loan/Mtg Payment Recovery
- Community Notices
- Proactive Constituent Advisory
- Package Delivery Scheduling
- Storm Warnings / Advisory
- Emergency Notifications

Benefits

- **Hosted, Cloud or On-Prem**
- Intuitive Ease of Use
- Operational Flexibility
- Customer Choice of Channel
- Use with any PBX or Cloud UC
- Unlimited Scalability
- Reliability -Across the Board
- Rapidly Deployed
- Free up IT

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