

DIALER

Broadband Dynamics offers one of the most widely used outbound dialers available today in Call Centers, Market Research, Collections and Telemarketing organizations. Dialing modes offered are Predictive, Progressive, and Preview (TCPA compliant). Our predictive dialer offers the highest known boost to performance over progressive dialing, while staying within the US rules for abandoned calls by using world-leading algorithms. Preview mode will provide a fully compliance TCPA option. Our dialer can be used independently or part of a fully integrated Inbound / Outbound; IVR; Multichannel/Multisession solution.

KEY FEATURES

Outbound IVR

Voice messages, SMS's and emails can be sent directly from the IVR. Messages can be played including response options for further action.

Campaign Handling

Control over your campaigns, including detailed retry and callback schemas, end-of-list management, DNC list and time zone management.

Scripting for IVR

Our Scripter tool allows the easy creation of the most complex branched IVR scripts.

Dialer Modes

TCPA Solution for outbound dialing. Modes offered are Predictive, Progressive, and Preview (TCPA compliant).

Inbound Queue Management

Automatic Session Distribution for inbound calls and multichannel blending. Routes calls based on IVR selection, agent skill, recognized speech, CLI/ DDI, etc

Call Progress Detection

System determine if call is answered by a live person or if being answered by voicemail or fax device. IVR can take different actions based on detection type.

Compliance

Built-in adherence to relevant dialing regulations.

System Integrations

Integrates with several 3rd Party applications including chat.

Call Recording

Call recording and retrieval can be setup for entire call or specific portions like answers to an interviewer questions.

Reporting

Manage campaign performance with both historical and live displays reporting available through an easy to use application.

Cloud Based

Faster implementation and no expensive equipment to purchase.

Support

Comprehensive support before, during and after installation.

ADDITIONAL FEATURES

Agent Interface

Agent Desktop; Scripter; Webphone (webRTC). Secure, convenient and cost effective way to support home workers.

Supervisor Application

Supervisor Desktop provide control features that give the supervisor the tools they need to manage teams of agents. The supervisor can see a list of agents, monitor them and also change the campaigns they are working.

Screen and voice recording

Supports audio recording of agent & customer conversations and screen recording of the agents workstation.



History

Broadband Dynamics ("BBD") is a facilities based voice carrier and SaaS provider that for over 20 years and has been serving a very narrow niche clientele - the highest volume segment of the commercial voice market. BBD clients include some of the largest BPOs and contact centers in the world.

Products

BBD's core product set includes Outbound, Toll Free and DID voice services, PBX, as well as a full suite of Omnichannel Contact Center Software applications, including Cloud Dialer, TCPA "click to dial", IVR, SMS, Voice Messaging, Email and Chat. Our clients can purchase these services as a fully unified suite, or on an "a la carte" basis to fit their specific needs.

Value

BBD has been helping its clients reduce their telco/SaaS cost and improve profitability. We do this offering the same 99.999% Service Level Agreement as any other major carrier, but while providing a higher, more personalized and attentive level of "white glove" service than other telco carriers/SaaS suppliers are capable of providing. In summary, we provide our customers with "more for less".

