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Calls strategies

v5.0a

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Foreward

This document describes some typical configurations strategy of Appeal and their sequences in terms of numbering.

From these examples, you can create your own strategies calls and reach your goal: Instead contact your prospects and contacts.

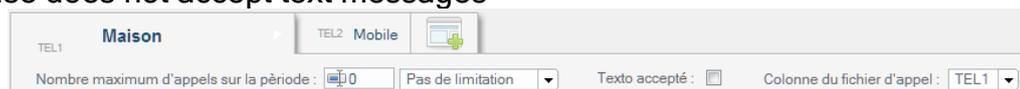
1. Basic Configuration

1.1 Phone Numbers

In this example, our strategy is based on two telephone numbers (It goes without saying that the number of number depends on what you have in your client files).

These two issues will be:

House does not accept text messages



The screenshot shows a configuration window for 'Maison' (House) under 'TEL1'. The 'TEL2' tab is selected, showing 'Mobile'. The settings are: 'Nombre maximum d'appels sur la période' set to 0, 'Pas de limitation' selected, 'Texte accepté' unchecked, and 'Colonne du fichier d'appel' set to 'TEL1'.

Mobile accepts receiving text messages.

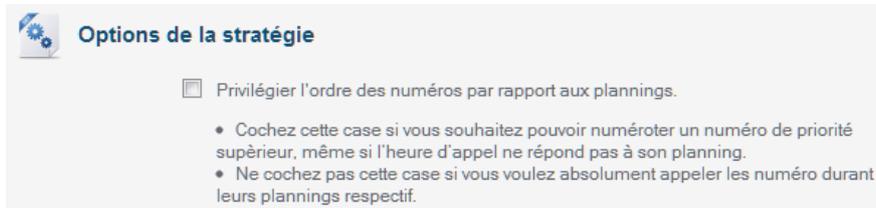


The screenshot shows a configuration window for 'Mobile' under 'TEL2'. The 'TEL1' tab is selected, showing 'Maison'. The settings are: 'Nombre maximum d'appels sur la période' set to 0, 'Pas de limitation' selected, 'Texte accepté' checked, and 'Colonne du fichier d'appel' set to 'TEL2'.

The order of call numbers is the one shown on the screen from left to right. Currently the house and mobile. To change this order simply select the number you want to move and click on the arrows that appear at the end of the tab.

The parameter "column of the call file" to specify which column of the file was imported to call the number.

1.2 Options Strategy



Options de la stratégie

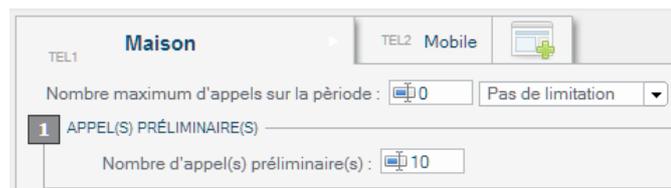
Privilégier l'ordre des numéros par rapport aux plannings.

- Cochez cette case si vous souhaitez pouvoir numérotéer un numéro de priorité supérieur, même si l'heure d'appel ne répond pas à son planning.
- Ne cochez pas cette case si vous voulez absolument appeler les numéro durant leurs plannings respectif.

In this configuration, the number "Home" will not call barring by day, week or month.

1.3 Preliminary Calls

Preliminary calls define the number of calls to be made before proceeding to the next on the list. For this example we choose to call 10 times the house phone before calling on mobile.



TEL1 **Maison** TEL2 Mobile

Nombre maximum d'appels sur la période : 0 Pas de limitation

1 APPEL(S) PRÉLIMINAIRE(S)

Nombre d'appel(s) préliminaire(s) : 10

1.4 Call Schedules

In this strategy we decided to call home on Monday and Tuesday from 7am to 8pm.

1.5 Reminder Settings

Number present in contact:

During the initial 10 calls we hide the number is displayed to the recipient.



3 NUMÉRO DE TÉLÉPHONE À AFFICHER POUR CE PLANNING

Numéro de téléphone à afficher : Numéro masqué

Then it is possible to define a rule reminder: each schedule, each attempts, each status.

It is also possible to use only one rule for all attempts and / or rules and / or planning. This is what we will do for this example.

4 SELECTION DE LA TENTATIVE ET DU STATUT

Utiliser la même règle pour toutes les tentatives :

Pour cette(ces) tentatives(s), utiliser la même règle pour tous les status :

For each call we will send the same text message and we will leave the same audio message if we detect an answering machine:

6 MESSAGES AUDIO ET TEXTO À DIFFUSER

Texte du texto (ne rien saisir pour ne pas envoyer de texto)

Bonjour, ici la société Vocalcom, nous avons essayé de vous joindre ce jour sans succès. Pouvez-vous nous rappeler au ...

Choisir le numéro de mobile : Mobile

Message audio à laisser sur les répondeurs

Answer_short6.wav

The configuration for 2nd number is as follows:

TEL1 Maison TEL2 **Mobile** PROPRIÉTÉS

Nombre maximum d'appels sur la période : 0 Pas de limitation Texte accepté : Colonne du fichier d'appel : TEL2

1 APPEL(S) PRÉLIMINAIRE(S)

Nombre d'appel(s) préliminaire(s) : 10 Utiliser les règles de rappel durant les appels préliminaires

2 PLAGE(S) HORAIRE(S) PRÉFÉRENTIELLE(S)

Utiliser la même règle quelque soit le planning Alterner les appels par planning

07:00	L	M	M	J	V	S	D	07:00	L	M	M	J	V	S	D
08:00								08:00							
09:00								09:00							
10:00								10:00							
11:00								11:00							
12:00								12:00							
13:00								13:00							
14:00								14:00							
15:00								15:00							
16:00								16:00							
17:00								17:00							
18:00								18:00							
19:00								19:00							

Supprimer ce planning Ajouter un planning d'appels

3 NUMÉRO DE TÉLÉPHONE À AFFICHER POUR CE PLANNING

Numéro de téléphone à afficher : Numéro masqué

4 SELECTION DE LA TENTATIVE ET DU STATUT

Utiliser la même règle pour toutes les tentatives :

Pour cette(ces) tentatives(s), utiliser la même règle pour tous les status :

NUMÉRO	PLANNING	ATTEMPT N°	STATUT
MOBILE	1	TOUTES	TOUS

5 RÈGLE DE RAPPEL

QUEL NUMÉRO? 2 - Mobile QUEL JOUR? Aujourd'hui

QUELLE HEURE? Une heure choisie aléatoirement dans le planning hh:mm : 05

6 MESSAGES AUDIO ET TEXTO À DIFFUSER

Texte du texto (ne rien saisir pour ne pas envoyer de texto)

Choisir le numéro de mobile :

Message audio à laisser sur les répondeurs

The course numbering

1.6 Reminders :

Generally, the call strategy is used to call a plug or with a system status.

Once the plug is treated by a qualified agent, the strategy call is no longer applied to this record even called by the agent in return (that is the time indicated by agent will be the reminder).

For example, if a qualified agent call number "House" and decided to plan a point on Wednesday, the recall will be well taken next Wednesday although it is not included in the schedule of this issue.

The maximum number of calls per period is compatible with the call set at the campaign attempts.

This parameter limits the number of calls over the number. Attempts to call configured limit the number of calls by some form or the period to join them. There is no need to configure a number greater than the number of preliminary calls up call, because the transition to the next number is at the end of preliminary calls.

For example, if the number "Mobile" in the index sheet is numbered 1 2 times a day, there will be no 3rd numbering in the day for this plug if the maximum number of calls per day is fixed at 2, the 3rd preliminary appeal will continue from the next available day schedule.

1.7 Two distinct modes of operation

Configuration "prioritize the order number"

We will dial 10 times as "Home" before moving on to 2nd number. And it is also possible that the schedule set out numbers.

In this mode, there is no recall program on system status, because in this case it would be possible to set a reminder to another number.

In summary, this configuration is useful when you really want to be sure you have a phone called a number of times before calling another.

Configuration "prioritize the schedule»

Numbers will be called according to their schedules and time.

In this mode of strategy, it is possible that if all the schedules do not overlap, no appeal has passed some time.