



# VETERAN™ CONTACT CENTER



## Outbound Services

### ★ Outbound

Outbound telemarketing has gone through metamorphic changes over the past 15 years. Rules and regulations now guide a dialers every attempt. VCC has experience and knowledge in conducting, managing, and analyzing diverse outbound campaigns for our clients.

At VCC, we provide outbound telemarketing solutions for business-to-consumer and business-to-business markets. Our extensive experience in outbound contact center services, along with our state-of-the-art technology, education of our dedicated agents and commitment to program success have helped our clients attain maximum campaign results.

VCC's outbound service is an ideal tool in improving customer communication and acquiring new customers.



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### ★ Outbound Services Applications

Some of the applications for outbound services include:

- Product Sales
- Account Update
- Follow up to Direct Mail
- Customer Retention
- Customer Acquisition
- Lead Generation
- Payment Reminders
- Product Awareness
- Welcome Calls
- Surveys

### ★ Custom Dialing Systems

#### Auto Dialing System

VCC utilizes an automated dialer based on Avaya Computer Telephony (ACT) software. The ACT software gives VCC the ability to provide intelligent call routing, business process automation, database information management, web enabled communications and automated call handling for both inbound and outbound applications.

#### Predictive Dialing System

VCC has developed its own Predictive dialing system known as Masterpiece. Masterpiece enables VCC to utilize customizable calling algorithms to reach a specific target market. The Masterpiece Dialing System provides clients the ability to focus calling on various demographic information such as, but not limited to areas out of the country, time zones, customer income levels, and credit score ranges.

#### Connectivity

VCC has the ability to link into virtually all available systems in today's market. Real-time systems can link via SNA, ODBC, TCP/IP and HTTP.