

CXone Personal Connection Outbound Dialer

Optimize your outbound customer interactions



NICE inContact CXone Personal Connection is a patented proactive outbound dialer that generates more revenue and fewer hang-ups. It provides inside sales an easier way to attain quota by connecting with more prospects every day and customer service the ability to reduce inbound calls through personalized, proactive outbound notifications. CXone Personal Connection delivers a patented, no-pause predictive dialer and dynamic list management to reach the right person with the right message. It supports flexible compliance options and enables you to easily create a proactive outreach campaign and select your desired dialing method, while maintaining a high-level of employee efficiency.

CXone Personal Connection Best Practice Consultation

Engage with a Product Expert from NICE inContact for a 3-hour web conference consultation to get the most from your CXone Personal Connection Outbound Dialer.

- Configure the right dialer skill(s) based on your business objectives
- Understand and utilize CXone Personal Connection Dialer
- Discuss dialer strategies to optimize outbound communications
- Understand compliance options and execute with effectiveness
- Transform your contact center operation

Outbound Strategy Review

Have a NICE inContact Product Expert come on-site for a day-long engagement to provide outbound guidance to improve contact rates for your CXone Personal Connection Outbound Dialer and evaluate data related to outbound performance. Our expert will help you and your team:

- Fully understand and utilize the full power of CXone Personal Connection
- Review Skill configuration settings and desired outcomes
- Provide an overview of dialing modes and scripting options
- Provide an analysis of existing configurations and current dialing strategies
- Make recommendations and walk you through recommended changes and associated benefits
- Gain additional insight through a Q&A session

BENEFITS

- Understand all of the configuration options available to improve outbound contact performance
- Target drivers of strategic business outcomes, like speed to lead, retry management and create high-impact improvements
- Identify areas for improved production, provide coaching on agent dialer behaviors
- Reduce compliance risk by providing relationships and tools to make fast decisions on when and how records are contacted
- Focus configuration on customer experience rather than the traditional tools related to outbound dialing
- Quickly deploy staff and services anywhere