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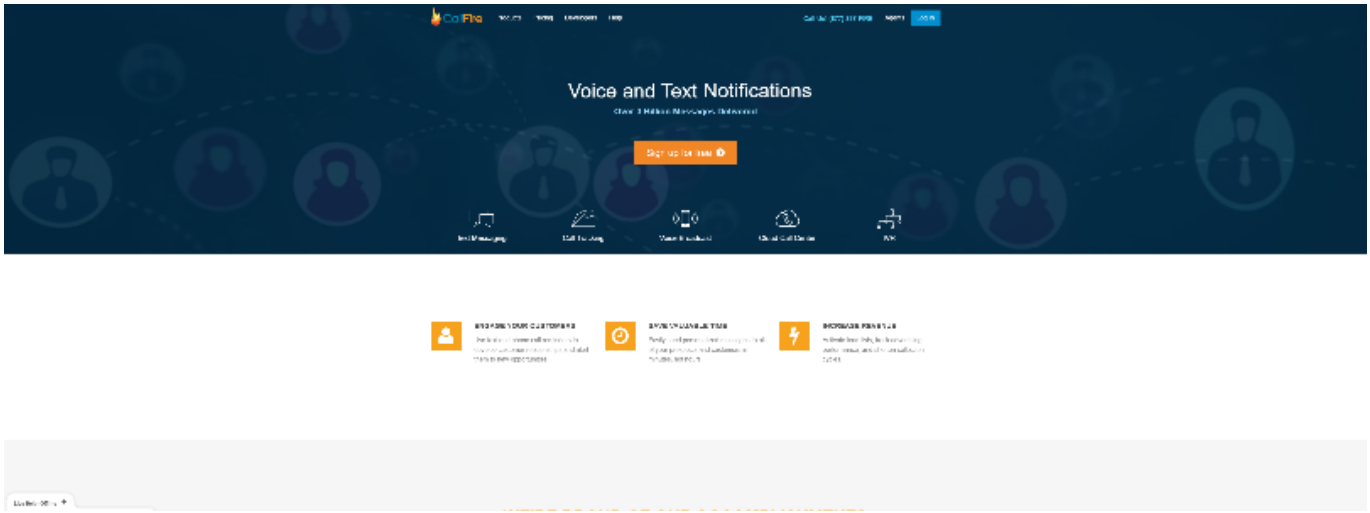

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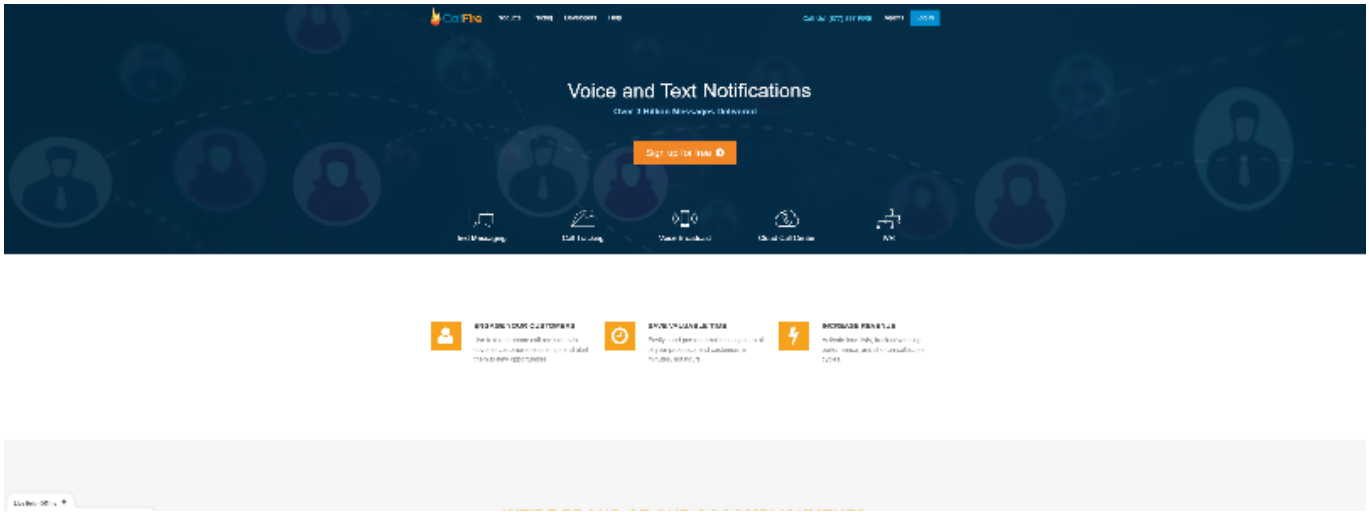
In the UK 'abandoned' calls must not be called back within 72 hours unless there is a dedicated agent available.. The FCC requires that predictive dialers abandon less than 3% of answered calls In Canada, the maximum abandon rate is 5%, and calls cannot be made to numbers registered with the National Do Not Call Registry, emergency or health care providers.. MDLsolutions Dialer/Predictive Dialer - Call Center Solution is a proven Windows based comprehensive, dynamic and easy to install/configure SIP/VoIP dialer that is.

About 3CX 3CX Phone System for Windows is an award-winning software-based IP PBX that replaces traditional proprietary hardware PBX.

So, for example, if 1 out of 3 dials are answered, a predictive dialer might dial 3 lines every time an agent becomes available.. With the MDLsolutions ® affordable Predictive Dialer solution that is now able to fully integrate with CRM software such as MS Dynamics CRM 2011; the Call Center has a reliable, accurate reporting, agent monitoring, and recording software tool – at an aggressively cost effective price intended to competitively reduce system expenses.



About MDLsolutions Founded in 2002, MDLsolutions ® provided Customized Telecommunication Software Solutions.. Now fully able to integrate with Microsoft Dynamics CRM 2011 platforms, MDLsolutions ® presents Call Centers with an opportunity for a free download demo trial, a 45 day period to “try-before-you-buy” option.

It is based on the SIP standard and supports most popular SIP phones, VoIP Gateways, VoIP service providers and PSTN phone lines.. There’s a high value placed on the benefits of using a Predictive Dialer to increase productivity in your Call Center.. Ofcom also requires that if an agent is not available within 2 seconds the call is considered 'abandoned' and an automated message is played.. Cons: None as of yet MDLsolutions provides free remote setup and customized configuration support for its Call Center customers.. If you’d like more information about MDLsolutions, Inc Or to schedule an interview with Jonathan Steele, please call 1888 473 7820 or email him.. A predictive dialer dials a list of and connects answered dials to people making calls, often referred to as agents.. The automated message must identify the company making the call, the purpose of the call, a free phone or basic rate phone number to call back on and must not contain any form of marketing.. It is easy to manage by system administrators as it integrates well with Windows Network infrastructure.. Minimum hardware requirements: 2 Windows PCs (IP PBX and Predictive Dialer) or 1 Windows PC running VirtualBox, and one Windows PC for each agent running on a network supported by a switch, with internet (VoIP connectivity).

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