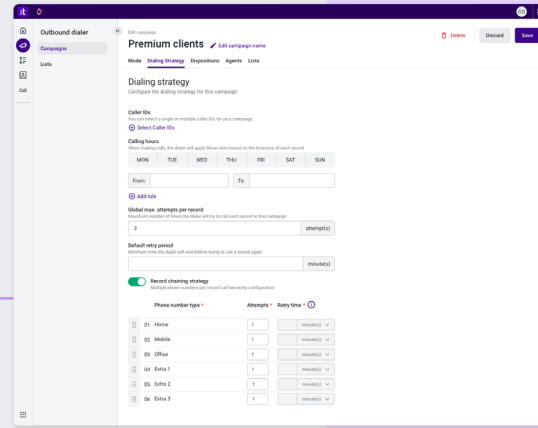# :talkdesk®

Talkdesk Dialer

Make customer connections that count.

Whatever your outbound calling needs, Talkdesk Dialer™ helps you reach your clients in a smart and efficient way by automating the dialing process and maximizing outbound call volume. Intelligent features help you connect reps with the right customers and prospects at the right time, while adhering to regulatory requirements.

The most productive dialing available.

Supercharge your productivity! Generate 3X-4X more outbound calls per agent per hour. All non-productive call results are screened out and rescheduled, so agents only speak to a live "hello". In addition, an intelligent algorithm dials multiple calls per agent, based on the real-time connect rate and the abandon rate setting.

Powerful campaign and list management.

Run multiple campaigns at once, each with its own dialing strategy and settings, ensuring reps are connecting with the right prospects at the right time. Manage dial pacing and abandon rate. Calling lists can be accessed with CSV uploads or pushed directly from your CRM via an API.

Comply with do not call (DNC) rules.

Take advantage of a number of tools to help with compliance. You can upload DNC lists via CSV file as well as add DNC entries automatically and programmatically. As soon as DNC entries are inserted, the dialer stops calling them. Keep track of DNC entries directly from the dialer app.

Track performance with powerful insights.

From Talkdesk Explore you can track the most relevant campaign metrics such as current and daily pick-up rate, abandonment rate, average attempts, talk times, call volume and more. Review in detail what happened in each call, and export or schedule these reports for further analysis.

Features

	Intuitive campaign management
	Flexible list management
	Multiple unique campaigns across time zones
	Unified, intuitive agent experience
	Powerful, integrated reporting and insights
	Suitable for sales, customer service or collections

Talkdesk Dialer is part of the Talkdesk Proactive Engagement suite, which includes Talkdesk Dialer for Salesforce, as well as Automated Notifications via SMS. Learn more about our solutions designed to make every customer connection count at talkdesk.com