



**Voicemed**

# comprehensive **feature list**

**PLATFORM**   
A solution for any problem.

## OUTBOUND

- ✓ **Dialing Modes**
  - TCPA
  - Attended
  - Unattended
  - Predictive
  - Self-Cure (Credit/Debit/ACH/ Drive to Web)
  - Preview/Manual (All Numbers or Mobile Only)
  - Scheduled Callbacks
- ✓ **Detections and Output Results**
  - Connect
  - Answering Machine – Busy
  - SIT/Tri-Tone
- ✓ **Multiple Phones Associated with Lead** (Home/Work/Mobile/etc.)
- ✓ **Agent Scripting** (Customizable)
- ✓ **Multiple Campaign Management**
- ✓ **Call Recording** (Web Pick-Up/FTP Delivery, etc.)
- ✓ **Caller ID** (Round Robin/Local, Random)
- ✓ **Text To Speech** (Full Message or Data Insertion)
- ✓ **Quality Monitoring**
- ✓ **Disposition-Based Scheduling**
  - Based on Concurrent Disposition
  - Redial Same Number
  - Redial Next Number (Sequential)
- ✓ **Kill Lead**
- ✓ **DNC Lead Scrubs** (Real Time)
- ✓ **Cell Phone Scrubs**
- ✓ **DNC Lead Opt In**
- ✓ **Real Time Reporting** (See Reporting Section Below)
- ✓ **Record Specific Link Back**



## INBOUND

- ✓ **Ring/Hunt Groups**
  - Round Robin
  - Least Utilized Resource
- ✓ **Enhanced ACD**
  - Call Queue Announcement
  - Wait Time Queue Announcement
- ✓ **IVR** (with Toll Free Number)
- ✓ **Toll Free Numbers**
- ✓ **DID Numbers**
- ✓ **Agent Scripting**
- ✓ **Call Recording**
- ✓ **Level of Service**
  - Queue Based
- ✓ **Required Skill**
- ✓ **Caller Queue Opt In**
- ✓ **Real Time Reporting** (See Reporting Section)
- ✓ **At Home Agents**



# REPORTING

## ✓ Historical

- Inbound
- Campaign/Queue
- Campaign Penetration
- Agent Activity/Productivity
- QA Monitoring
- Non-Disposition Call Metrics (Connects/Busy/Voice Mail, Etc)

## ✓ Real Time

- Call in Queue
- Wait Time
- Agents in Queue (Status/Time in Status/Associated Record)
- Agent Barge-in (Monitor/Coach Conference)
- Force Agent from Wrap-Up
- Abandons
- Lead Status (Dialing/Connected/Etc)

## ✓ Custom Reports

- ✓ **Automated Delivery** (FTP/SFT/HTTPS Post/Email)

## ✓ Number Activity Look Up

## ✓ Agent

- Average/Total Wait Time
- Average/Total Wrap Time
- Per Agent Hour
- Real Time Status
- Billing Time/Costs
- Agent Responses



## CONNECTIVITY

- ✓ **Soft-phone**
- ✓ **MPLS / VPN**
- ✓ **SIP Trunking**
- ✓ **Dial In Options**
  - Local Number
  - Toll Free Number
- ✓ **API**
  - FTP
  - SFTP
  - HTTPS Post
  - Data Transfer Automation

## OTHER

- ✓ **TCPA Compliance Tool/ Scrub**
- ✓ **Bing Rules**
- ✓ **Agent Triggers**
- ✓ **Dialing Rules**
  - Time Zone (Global)
  - Day of Week
  - Time of Day
  - Zip Code Scrubbing
  - Multiple Language Options
  - Multi-Tenant Account Hierarchy



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