

Auto Out Caller

Let Us Make the Calls

Mutare's Out Caller solution is a time-saving IVR application that automatically delivers scheduled phone messages or reminders to lists of receivers. Whether providing delivery notices, appointment reminders or service call scheduling, Out Caller reduces missed deliveries and appointments while relieving your staff of this time-consuming task.

Overview

The Out Caller application automates outcall campaigns for scheduled notices, such as appointments, upcoming deliveries or payment reminders. Out Caller combines contact information from a data source with pre-recorded voice prompts, including dates, times, and amounts, to construct individualized message for each contact. On a schedule determined by the administrator, the application then delivers those messages by phone to each intended recipient.

In the event Out Caller does not reach the intended recipient, it may leave a message on voicemail or answering machines. Alternately, if the call is not answered, Out Caller can be configured to automatically repeat the phone call at a later time.

Out Caller generates a text file containing the results of each call that can be used for reporting.

Options

- May add text-to-speech capability that enables Out Caller to speak names and places.
- Can be expanded to include additional customized recordings for varying circumstances.
- May include a prompt that allows the called party to respond to the message using the phone keypad. That response may trigger the delivery of additional information or instructions from the Out Caller system.
- May include a prompt for call transfer to live agent.

Demo

- 1) Call 847-496-9046
- 2) Enter your 10 digit phone number
- 3) Wait for Good-Bye
- 4) A call will be made immediately
- 5) Answer with a clear "Hello."



Benefits:

- Increases revenue stream by reducing missed appointments/failed deliveries and the resulting rescheduling costs.
- Substantial cost savings and increased productivity through better utilization of staff time.

Requirements

- Requires a single midrange Windows 2003 server with telephony cards that interface with your phone system.
- Requires remote access to the server for installation and support.
- Uses customer-provided call list.



"This is a reminder message from Ace Appliance. Your service call is scheduled for Tuesday, January 10 between 8:00 and 10:00 a.m. If you need to reschedule, please call 847-593-5049."



Unify, Notify, Simplify

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