DATA SHEET

ALVARIA™

Alvaria™ CX Suite Voice Agent Outbound

Increase the Productivity of Your Outbound Campaigns

Get the power to improve the productivity and effectiveness of your outbound campaigns. No matter whether your campaign goals are customer acquisition, collections, growth, retention or something else, we can help you get to your goals quickly and efficiently.

Alvaria Outbound automates, organizes, and manages your calling and multichannel campaigns and resources, enabling you to build productivity and increase outbound volume. The Alvaria Outbound predictive dialer and contact manager is a full-featured outbound contact solution delivering call management, list control, and workflow management, with an integrated robust, industrial strength database. Our contact management software provides complete reporting, monitoring, and supervision control that helps you view real-time activities and manage your operations more effectively.

Depend on System Reliability & Intelligence

Alvaria's reliability and support keeps your center operational around the clock. Customer data is captured and stored in a robust, industrial strength database, giving you the information and content you need to drive your customer contact programs. On-Line Transaction Processing (OLTP) updates the database in real-time for efficient program management. Built-in, automated system checks and responsive support provide proactive problem-solving and reduces downtime for maintenance issues.

Customize a Solution for Your Business Needs

The Alvaria Solution is custom-configured and designed to meet the day-to-day requirements of your operations, allowing you to manage events and quickly adapt to the dynamic and constantly changing needs of your call center. With a variety of solution enhancements, the predictive dialing solution can be expanded to include inbound and blended programs, with additional tools for IVR, digital recording, messaging, email and web capabilities, payment processing and more.

Improve Quality & Accuracy

Monitoring capabilities give you supervisory control and allow you to observe agents, ensuring quality and accuracy. Busy/disconnect/no answer screening, answering machine detection with 98% accuracy, SIT tone recognition, and 'tele-zapper-proofing are just some of the features included in our platform. With Alvaria, you eliminate manual dialing errors, provide your callers with immediate and personal service, and create a truly efficient call center.



TRUST THE EXPERTS

A COMPREHENSIVE OUTBOUND SOLUTION.

Our outbound platform is a full-featured contact center tool that automates, organizes and manages your outbound campaigns and resources so you can increase productivity and improve efficiency.

Take Advantage of Legislative Compliance Tools

Alvaria delivers a full set of tools to help contact centers meet the challenge of complying with industry regulations. Time zone controls, abandonment rates, Do Not Call List management with real-time screening, ANI broadcasting, wireless dialing and consent management, and complete reporting features make it easy to comply with legal guidelines, so you can avoid costly fines.

KEY FEATURES

- Intuitive Desktop Builder tools create new scripts quickly and easily without advanced programming
- Flexible desktops with point-and-click navigation and easy access to call tools, assignable by campaign
- Voice, Busy, Disconnect & No Answer Detect, Answering Machine, Detect with Automated Messaging Ability
- Busy, Disconnect & No Answer Detect
- Variable Call Pacing: 8 user-defined methods
- Dropped Call Retrieval
- Database Screen Pops
- Manage 1,000+ in-production outbound groups simultaneously
- Conference Calls: up to three lines, plus call recording
- Internal & External Call Transfers
- Agent Callback Scheduling
- Personal Script Announcements: pre-record unlimited number of agent messages to play in any order during call
- Floating Agent & Manager Stations
- Remote Agents
- Multisite Networking
- Auto-Scheduled List Dialing
- Multiple lines per agent
- Interactive Voice Response (IVR)
- Agent Monitoring & Coaching: side-by-side and remote; listen, coach & barge modes with Noble Station Mirroring
- Real-time Reporting & Exception Notifications: agents, groups, lists, & campaigns
- Do Not Call List Management, Time zone & Calling Hour Controls, Wireless Dialing Management
- Agent Hours Tracking for Payroll
- Noble Guardian: automated system diagnostics
- Seamless Integration with the Noble ACD
- 3rd party Switch Integration
- Multichannel Contact Management: manage voice, email, SMS, & web contacts in a single queue (email, SMS & web require additional software)

> "After implementing the Alvaria solution we saw a 250-300% increase in productivity, and projects that used to take a month are now completed in about a week. Alvaria is far superior to the other products on the market. It is simply easier, faster and more cost-effective for the benefits we receive."

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About Alvaria
Alvaria was founded through the merger of Aspect Software and Noble Systems, technology leaders in Customer Experience (CX) and Workforce Engagement solutions. Our name is derived from Latin for "hives" – nature's perfect form for millions of years – bringing you solutions that are scalable, resilient and secure, with efficiency, speed and pinpoint accuracy. ALVARIA™. Reshaping Customer Experience™.

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