

Choosing the Right Contact Center Software

Your handy checklist



Sales and lead gen teams need an outbound dialer solution that checks all the boxes. You're more likely to choose a tech partner that's a good fit for your business if you ask key questions about capabilities and features. Use this checklist to guide your search. We hope you find a dialer and a team that supports your goals and drives results.

What to Look for in a Dialer

Dialer Strength

Can the dialer deliver high call volume and list penetration that's tailored to your headcount and agent availability? And automate customized workflows to increase conversions?

Speed to Lead

How quickly can the dialer respond to warm leads? Can it dial through lists fast enough to reach new leads before your competition?

Scalability & Flexibility

Will the software deliver powerful dialing as your business continues to grow and bring on more agents? Or scale down when fewer agents are needed?

Versatility

What dialing modes does the solution offer?

- Predictive dialing
- Power dialing
- Progressive dialing
- Preview dialing
- Separate non-ATDS click-to-call option

Compliance Support

Does the platform support compliance with the TCPA, federal, and state laws? And keep up with evolving regulations?

Must-Have Outbound Dialer Features

- Omnichannel Outreach
- Caller ID Reputation Management
- Advanced Reporting and Predictive Analytics
- Compliance Management Tools and Support
- Third-Party Integrations
- Answering Machine Detection (AMD)
- Intelligent Automated Workflows
- Dynamic Scripting
- Smart, Skills-Based Call Routing
- Customizations
- Dedicated Customer Support

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