

Introducing

OUTBOUND **BY ENREACH**



**MEANINGFUL
HUMAN
CONTACT
MAKES LIFE
MAGIC**

These are the experiences we want to make for our customers. It represents our entrepreneurial spirit, creating desirable technology to go beyond expectations.





Outbound by Enreach provides the features that will enable your agents to be more effective on the phone. Empower them to reach more contacts and have more meaningful conversations.





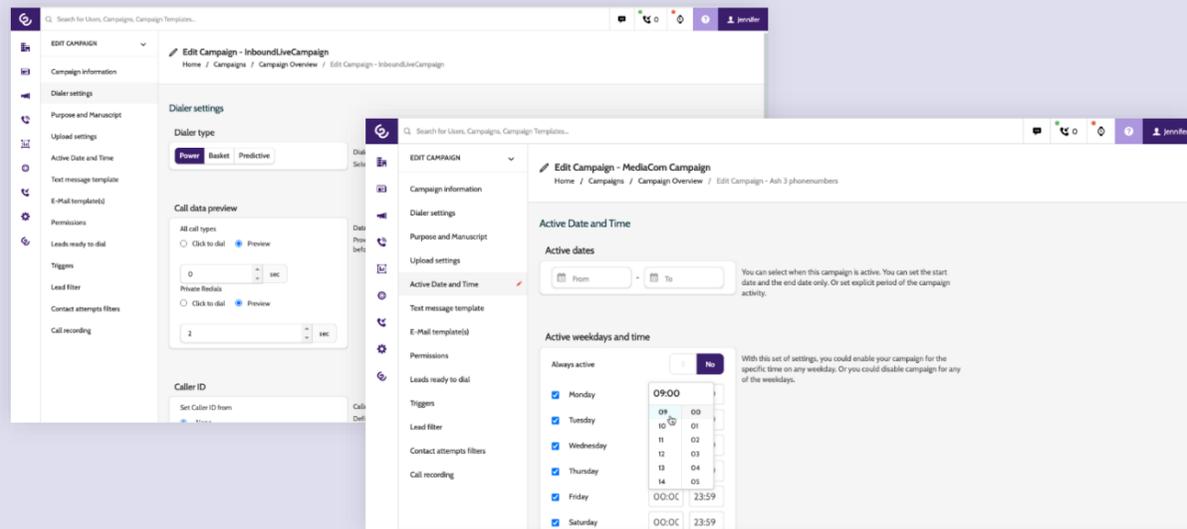
KEY FEATURES:

- Access real-time representation of your business call statistics.
- Manage the strategy for contacting leads to increase sales performance.
- Automate your lead workflows with the use of triggers to integrate to external systems, ex. website, CRM system and external data enrichment sources.
- Triggers
- Hot Transfer
- Call Recording
- Data Privacy Tools
- Appointment Setting Mode



INTELLIGENT DIALERS

MULTIPLE DIALERS & DYNAMIC CALLER ID



We've got the right dialer to fit your needs

Choose between our 4 different dialers:

- Click to Dial
- Power Dialer
- Predictive Dialer
- Basket Dialer

Our Predictive and Power Dialers are tuned with intelligence to optimize your outbound call center.

Optimize contact rates with our advanced Caller ID

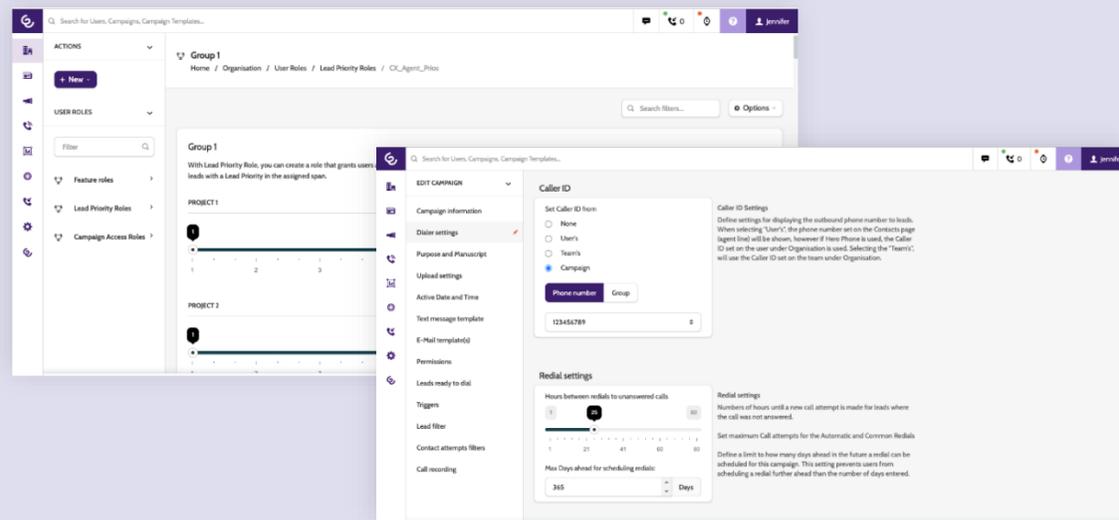
Present the number you want in the caller id when dialing outbound prospects.

Individualize with agent specific numbers, team numbers or even rotate within a group.



INTELLIGENT DIALERS

PRIORITY SETTING & SETTING OPTIONS



Control skills and priority

Use individual priority between leads and control access to each level per agent or skillset.

Our dialers take all these factors into consideration when optimizing your efficiency.

Opening hours setting option

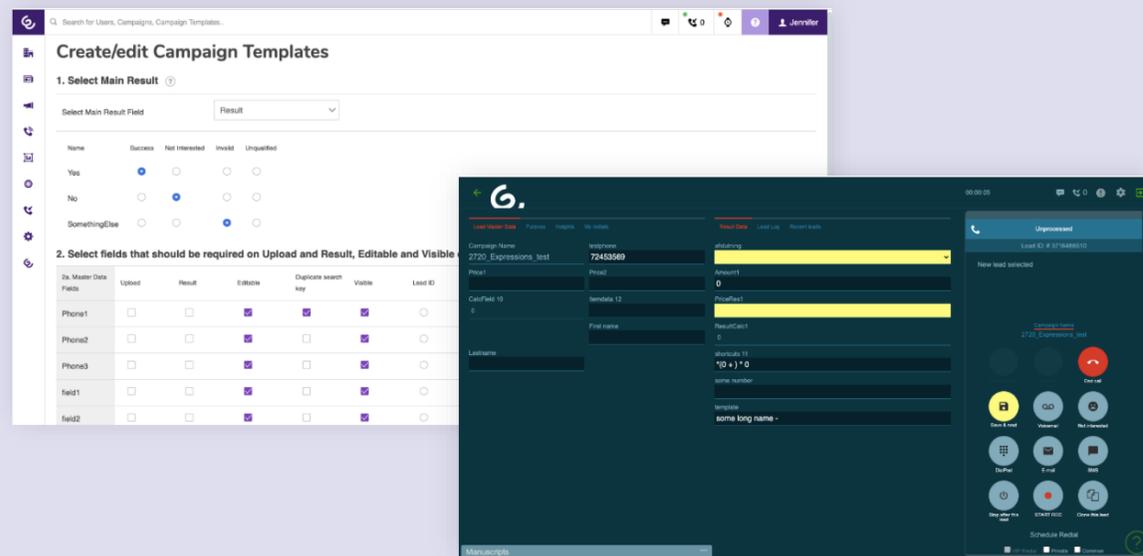
Maximize your lead potential by setting opening hours on campaigns or lead groups.

Define specific opening hours and let the dialer handle the rest.



DYNAMIC AGENT DESKTOP

CAMPAIGN TEMPLATES & PERSONALIZED THEMES



Customize content

Outbound gives you the ability to intelligently collect data and make the job more efficient for your sales agents.

Use rules to dynamically hide or display data fields.

Make specific fields mandatory.

Choose a required syntax based on the data type.

Prevent unauthorized editing of data.

Customize Colour

Choose between 3 beautiful layouts to find the best for you because we know that the colours that work best are individual for each person.



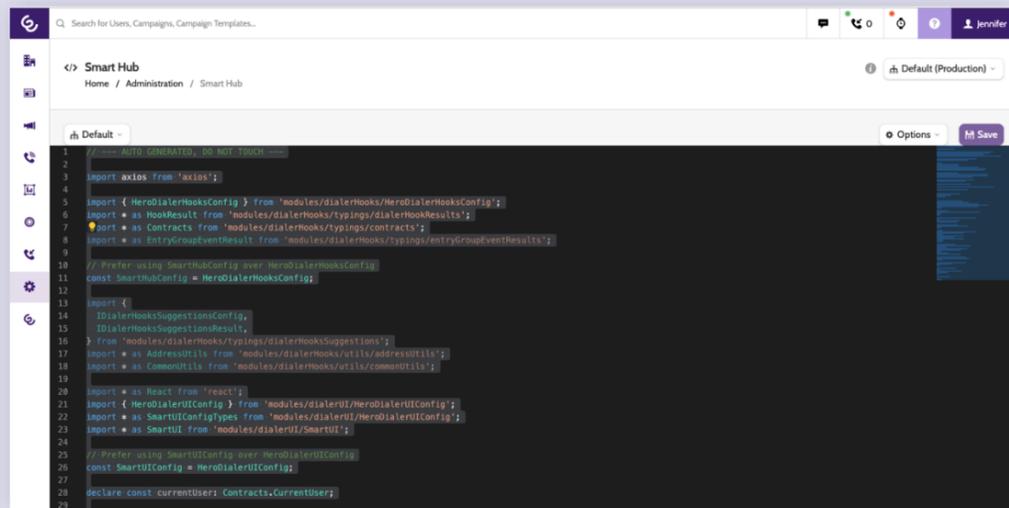
DYNAMIC AGENT DESKTOP

SMARTHUB

Customize Code

Our revolutionary SmartHub feature allows you to integrate, automate and customize everything using your own custom code.

Write scripts in the built-in editor and execute them through event triggers that happen on your agents' screen allowing for a completely customized workspace.



```
1 //--- AUTO GENERATED, DO NOT TOUCH ---
2
3 import axios from 'axios';
4
5 import { HeroDialerHooksConfig } from 'modules/dialerhooks/HeroDialerHooksConfig';
6 import * as HookResult from 'modules/dialerhooks/typings/dialerhookResults';
7 import * as Contracts from 'modules/dialerhooks/typings/contracts';
8 import * as EntryGroupEventResult from 'modules/dialerhooks/typings/entryGroupEventResults';
9
10 // Prefer using SmartHubConfig over HeroDialerHooksConfig
11 const SmartHubConfig = HeroDialerHooksConfig;
12
13
14 import {
15   IDialerHooksSuggestionsConfig,
16   IDialerHooksSuggestionsResult,
17   from 'modules/dialerhooks/typings/dialerhooksSuggestions';
18   import * as Addressable from 'modules/dialerhooks/sills/addressables';
19   import * as CommitList from 'modules/dialerhooks/sills/commitList';
20
21 import * as React from 'react';
22 import { HeroDialerUIConfig } from 'modules/dialerUI/HeroDialerUIConfig';
23 import * as SmartUIConfigTypes from 'modules/dialerUI/HeroDialerUIConfig';
24 import * as SmartUI from 'modules/dialerUI/SmartUI';
25
26 // Prefer using SmartUIConfig over HeroDialerUIConfig
27 const SmartUIConfig = HeroDialerUIConfig;
28
29 declare const currentUser: Contracts.CurrentUser;
```



DASHBOARD & STATISTICS

DASHBOARD BUILDER & REPORTS BUILDER

Beautiful drag & drop dashboards

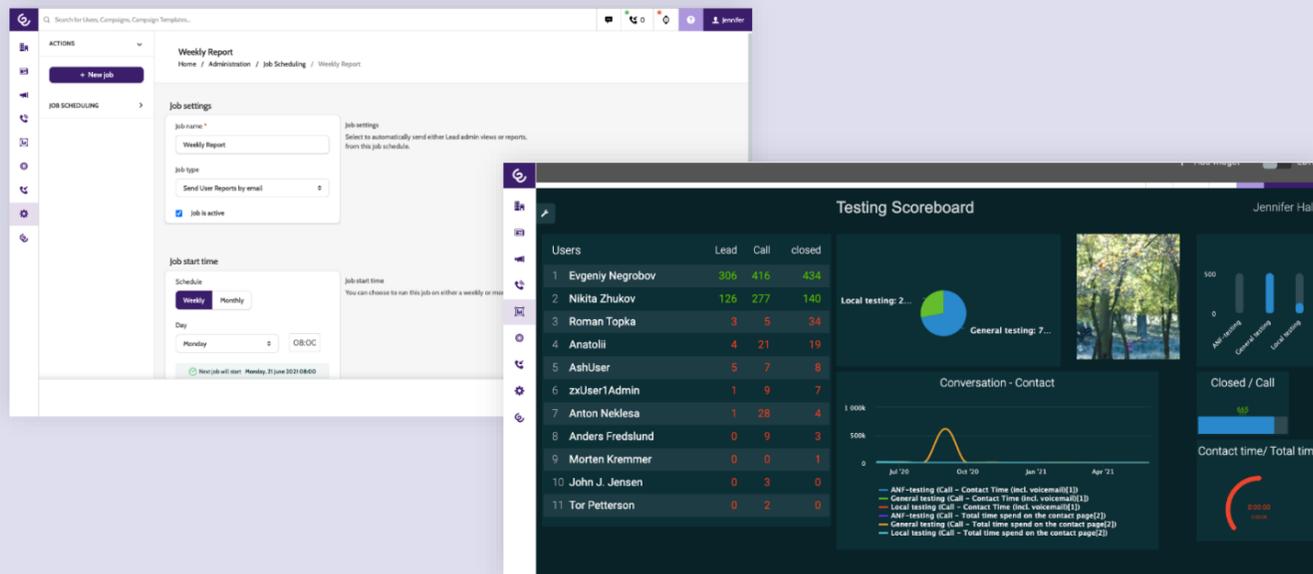
Simple and beautiful dashboard builder. Built on the industry's best solutions making it easy to follow your results.

With the data access layer, each user automatically only sees data for the users, teams, campaigns where access is granted.

Create custom reports

Build your own reports and choose between more than 160 KPIs to follow the exact statistics you need.

Share reports with other users, export to excel or set them as favorites to have them autoload in the report viewer.



DASHBOARD & STATISTICS

TIME USAGE & AUTOMATED REPORTS

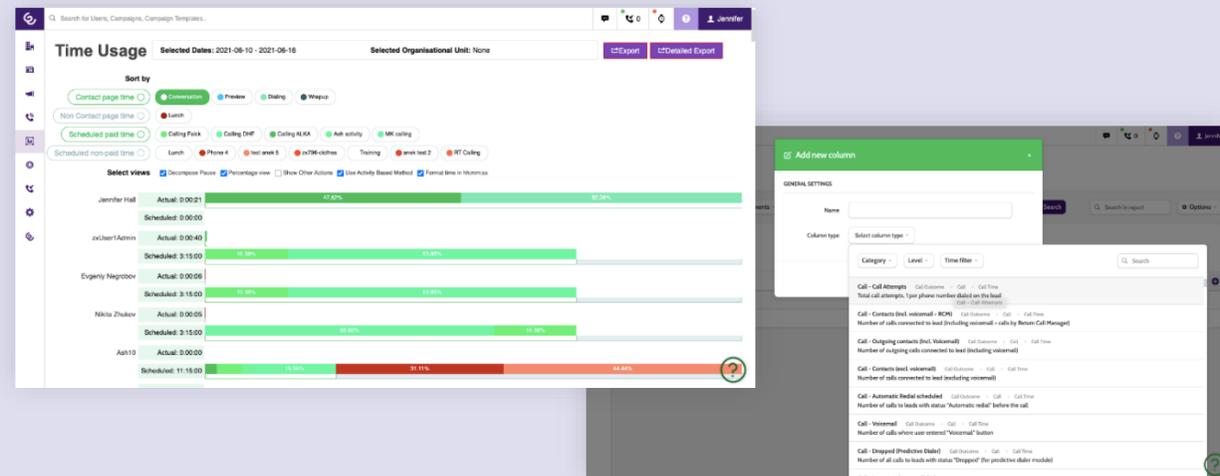
Track time usage and efficiency

Get a quick, simple overview of how agents spend their time.

Choose to track offscreen work and pauses and compare time usage with planned time in one simple chart.

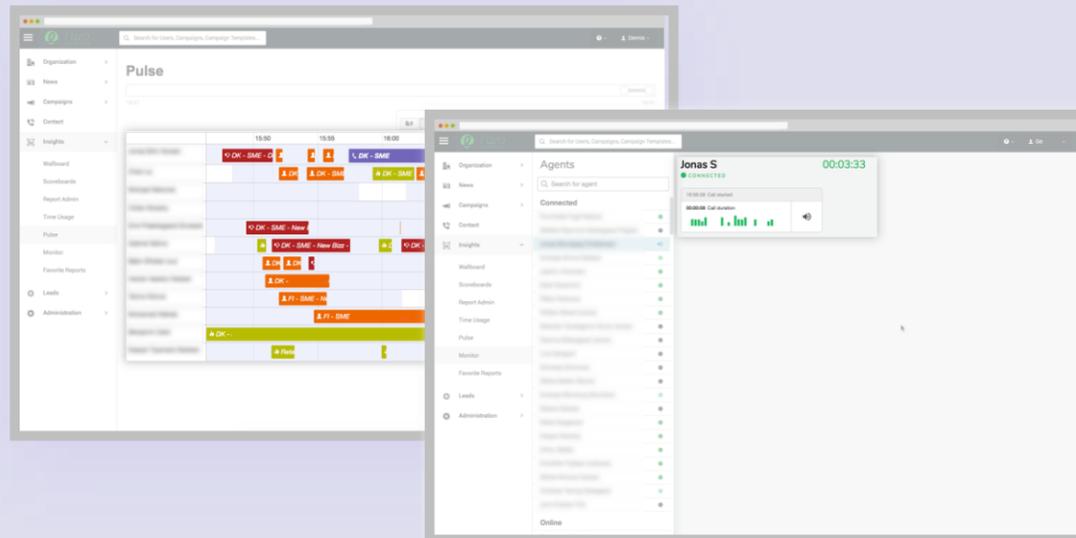
Schedule report delivery

Setup an automation schedule and let Outbound send password protected reports via email.



REAL-TIME MANAGEMENT

CONVERSION TRACKING & INCOGNITO LISTENING



Monitor the pulse of your call center

Get a real-time overview of what is going on.

Using color codes you can easily see the result of each call made and how long the conversations were.

You can even click a call to listen to the recording if recordings have been enabled.

Listen to live calls

For sales coaching or quality monitoring, you have the option to listen to calls live.

The agent list updates in real-time to show you who is actively talking and with one simple click you can also be connected to the call.



AGENT ORGANIZATION

ORGANIZATIONAL MANAGEMENT & USER ROLES

Control data access

Use an organization tree to control who can see what data. Simply drag a user to another team or department to change their access rights.

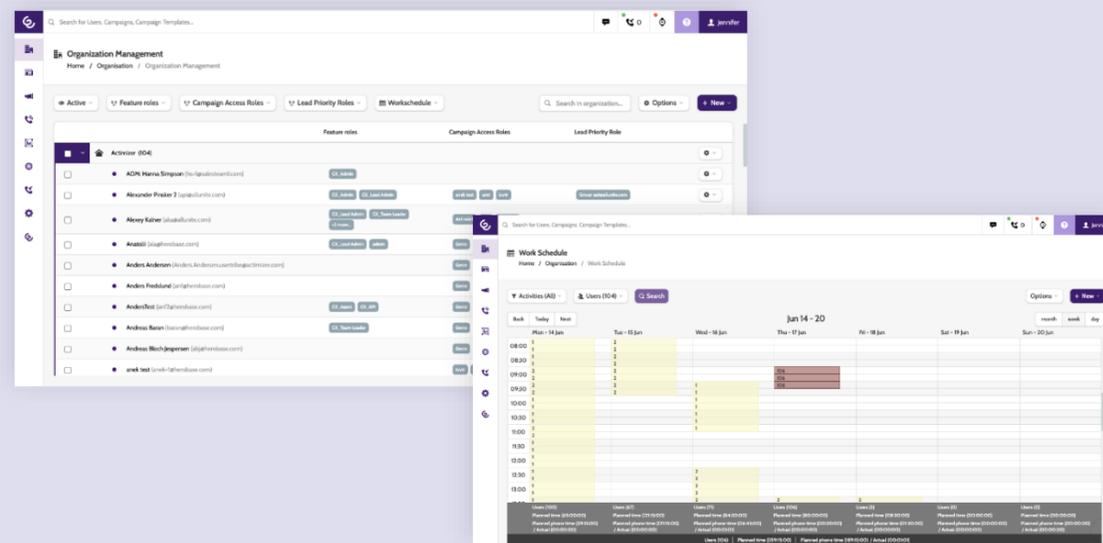
Easily organize your team when creating users in any multi-level structure you want.

Control feature access

Simple and straightforward administration.

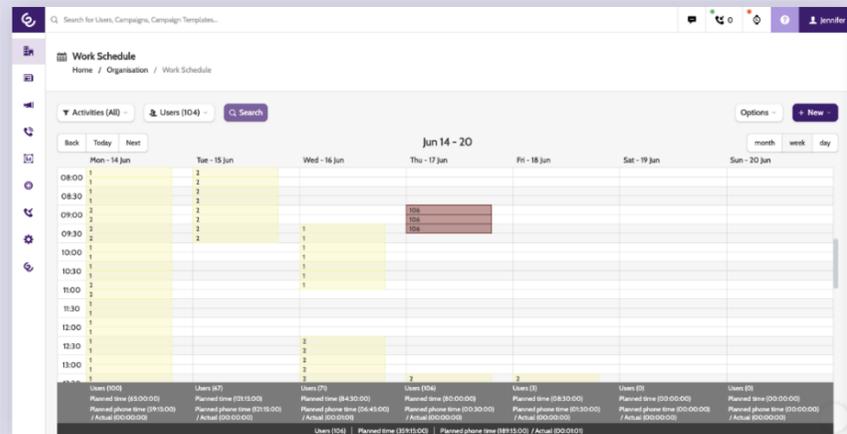
Create user roles and assign them to users or teams.

Each user can have multiple roles that cater to multiple responsibilities and gain access to them effortlessly.



WORKFORCE MANAGEMENT

ACTIVITY CALENDAR



Work schedule and payroll

As an add-on, you can choose to control your schedule planning directly inside Outbound.

Create activities and shift templates and assign them to users or teams.

Or let your agents choose themselves between the schedules you give access to.

Handle export to your payroll system, including sales provisions and bonuses directly from the agents' results.



DATA COMPLIANCE

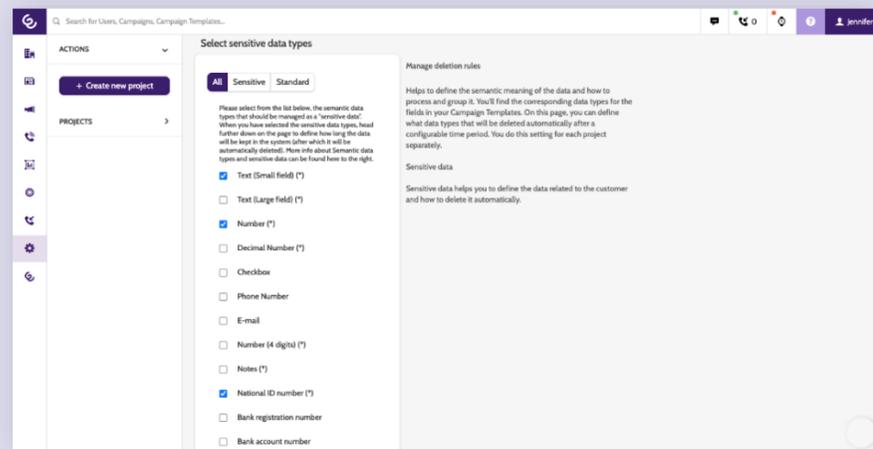
SENSITIVE DATA HANDLING

Handle sensitive data with care

Select what data types are considered sensitive consumer data in your operation.

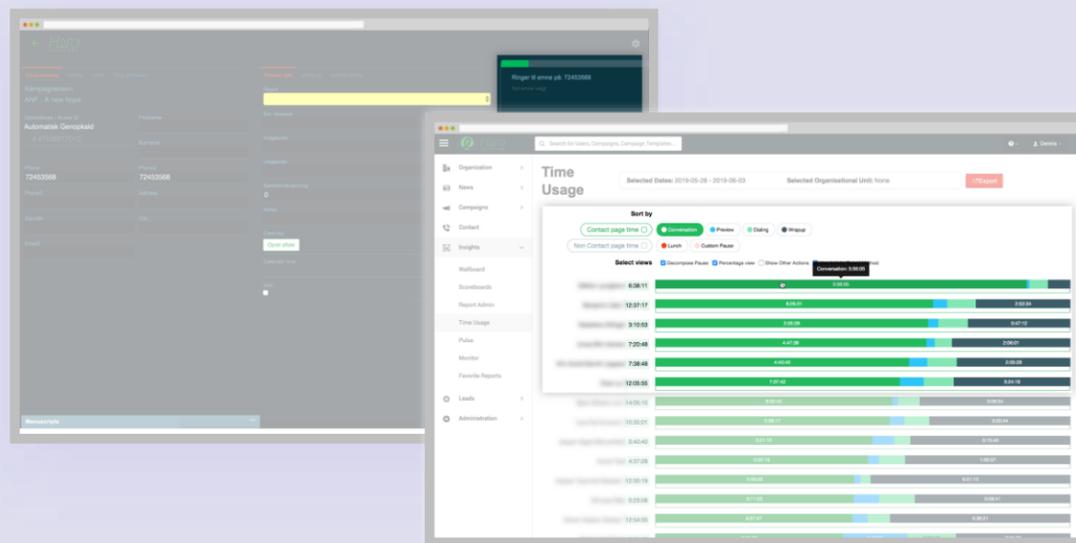
Let the system handle special access or delete rules for these data.

You can also document and log who has access to this data.



INCOMING CALLS

INCREASE CONTACT & SEAMLESS INTEGRATION



Increase your contact rate

Capitalize on prospects calling back to a missed call from you.

Using Return Call Manager you are able to pick up inbound calls directly in your sales team and convert them to a sale.

Call blending between inbound & outbound

Our intelligent Return Call Manager automatically blends between inbound and outbound calls making your operation highly effective.



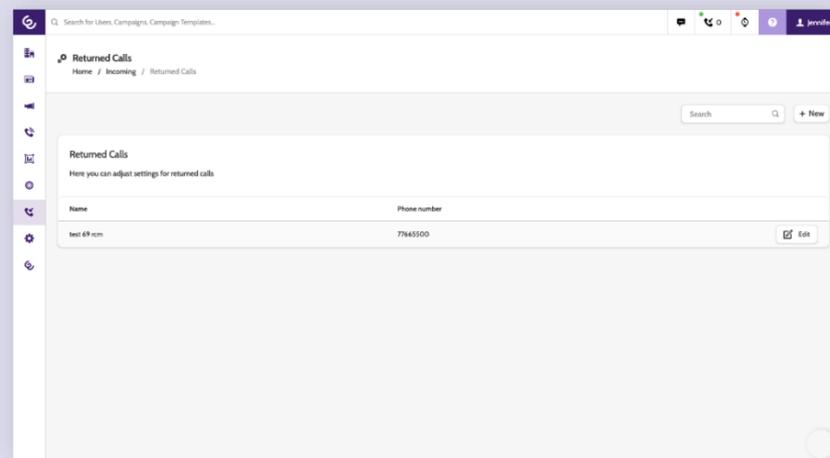
INCOMING CALLS

REAL-TIME TRACKING

Follow your inbound lines in real-time

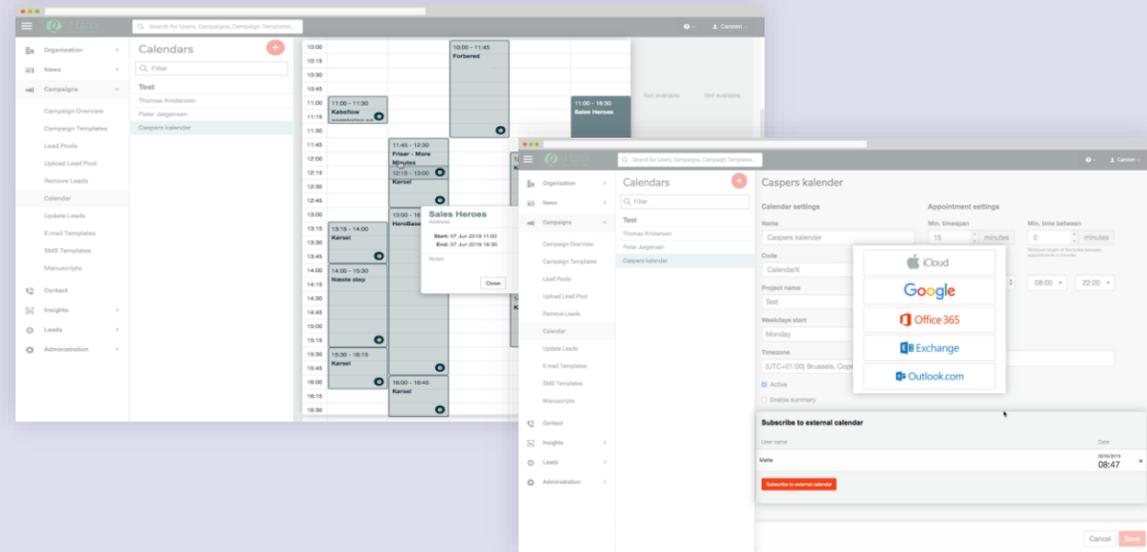
Utilize our easy-to-use real-time overview to monitor incoming calls.

Get full statistics on inbound calls to help you administrate your call center operations.



APPOINTMENT SETTING

CALENDAR OPTIONS & SYNC



Easily book meetings for your sales reps

Book meetings with prospects directly in Outbound.

Sales agents can book in multiple calendars on the same campaign and let the system handle what calendar to use based on pre-specified rules.

Integrate to your own calendar

We support synchronization with multiple calendar platforms including Google Calendar, Office 365, Outlook, Apple Calendars and more.

This integration allows you to book meetings on behalf of other sales reps directly in their calendar.



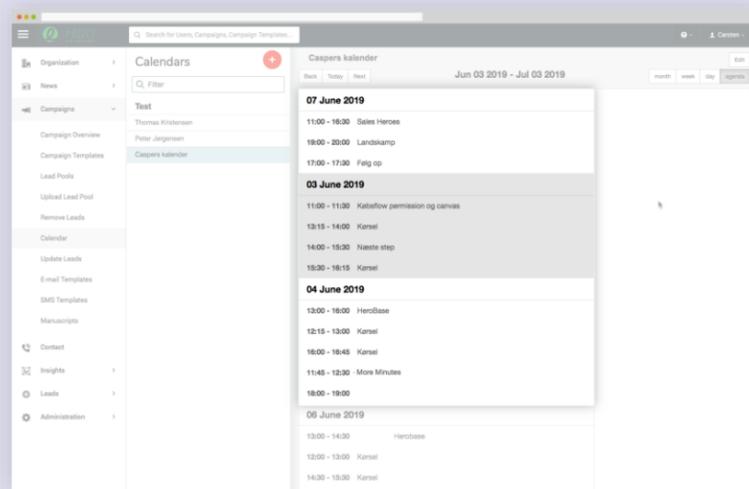
APPOINTMENT SETTING

CALENDAR OVERVIEW

Agenda overview

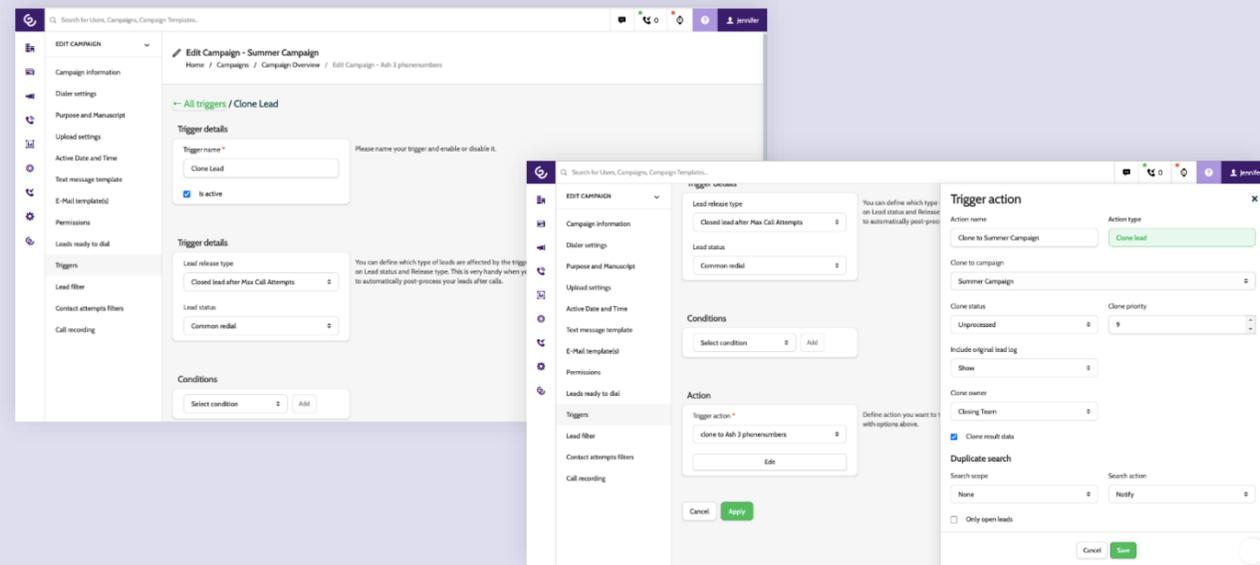
Get a nice list of booked meetings including details of each prospect the meeting is booked with.

Share this list with external users to allow one simple place to manage meetings.



TRIGGERS & AUTOMATION

TIME SAVER & TRIGGER OPTIONS



Automate your workflow

Setup triggers that can execute a number of actions when a specific event occurs. It can be a specific dial result or combinations of datapoints.

Easy to setup and it will save a ton of administration time.

Choose between multiple actions

Our trigger solution offers multiple action types including sending emails, sending SMS messages and more.

One of the most useful actions is the ability to make a request to an external system, allowing you to automate your data transfer and integrations.

ADVANCED LEAD MANAGEMENT

LEAD OVERVIEW & LEAD FILTERS

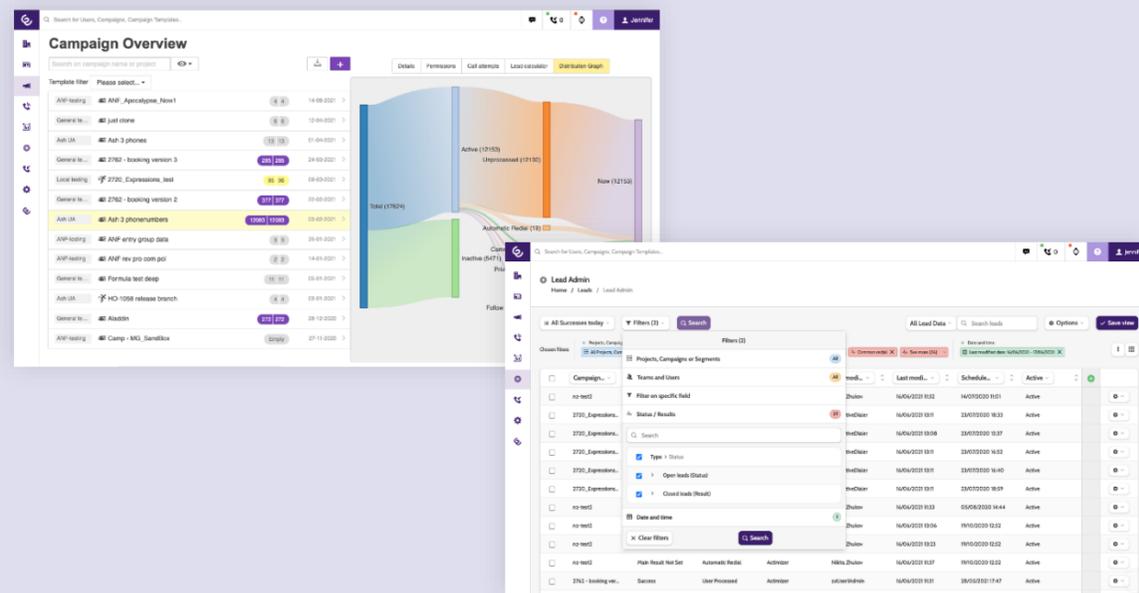
Understand your dial pattern

Multiple campaigns simultaneously overview.

Ensure that your call center does not run out of leads.

Filter your lead list

Editing portions of large lead pools, whether that's changing the status or assigning them to a specific team, is easier and faster than ever.

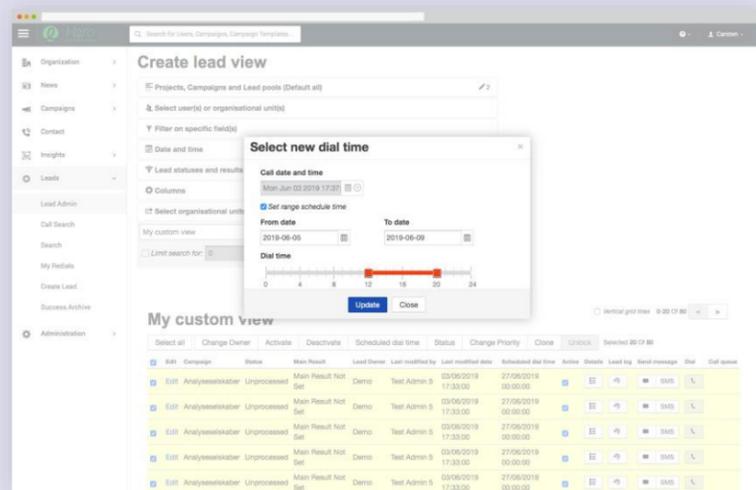


ADVANCED LEAD MANAGEMENT

LEAD DISTRIBUTION

Distribute your lead pools

Spread calls to a specific lead pool over time or lock calls to this pool to a specific time window. We built a clever solution that you can use immediately when loading your lead pool or later if needed.





- Mix-and-Match: Choose the modules that work best for you
- Try before you buy: Free trial available





Services

- ISAE 3000 & ISAE 3402 Certification
- Plug & Play Setup
- IT-Integration
- Online Knowledge Portal
- Phone & Email Customer Support





Security & Compliance

Production data is hosted in Denmark only and no data ever leaves the European Union.

Our hosting environment has failover setups for all critical components.

We are the only Scandinavian outbound solution with ISAE 3000 & ISAE 3402 certifications for data security.

Our platform is certified GDPR Compliant.



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nets 

Bisnode

Canon

Orsted


verisure
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Jyllands-Posten

Ekstra
Bladet

POLITIKEN

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