

ClearNexus Outbound Contact Center Solution



Busy and always on the move, today's prospect is no easy target. So how can your contact center stay in front of its intended audience?

With ClearNexus, our outbound software was built with you and your reps in mind. **Increase talk time, improve contact rates and connectivity, lower operational costs, and raise the overall performance of your contact center** with our complete cloud-based software solution.

Get it done with ClearNexus!

CLEARNEXUS OUTBOUND CONTACT CENTER FEATURES			
✓	Real-time dashboard reporting	✓	Predictive, progressive and preview dialing
✓	CRM integration	✓	Supervisor barge-in support
✓	Outbound IVR	✓	Custom call scripting
✓	Real-time dashboard reporting	✓	Multiple contact channels (voice, email, text, and chat)
✓	Single window interface	✓	Call disposition
✓	Agent presence and instant messaging	✓	Bundled USA Local and Long Distance
✓	Network error detection	✓	Answering machine and fax detection
✓	Call transfer, hold, and conferencing	✓	Multiple Do-Not-Call list
✓	Toll-free technical support	✓	Advanced lead management and recycling

How do you benefit?

Increased Agent Performance

Every minute counts when trying to reach prospects or execute on a specific call campaign. Yet, manual dialing only averages 15 minutes per hour, per agent. Want a better solution? With our predictive, progressive, and preview dialing features, take control of your call center and **increase talk time by as much as 300%!**

Reduced Costs

With ClearNexus, setup is easy. All you need is a high-speed internet connection, a PC, and a computer headset for each agent. That's it. **No expensive kits, no specialized equipment, and no accountant to track depreciation.** Simple and cost effective!

Scalability

Is your company growing? Is your call volume seasonal? Worried whether your contact center can keep up? No problem! With ClearNexus and our Virtual Telephony Application Grid (V-TAG), **scale your company up or down seamlessly.**

100% Uptime

With our efficient and reliable system architecture, powered by our innovative Virtual Telephony Application Grid (V-TAG), we provide up to **99.999% uptime.**