

Outbound customer engagement

Get software that helps your teams to communicate with the right people at the right time. With an easy setup, simple pricing, integrations with your existing software providers and training included, we'll help you build a contact platform that really works hard for you.





Make conversations happen with MaxContact



Dial the way you want

You have the option to set campaigns and your teams up the way you want. So, whether you want to use our predictive, progressive or preview dialling options – or a combination of all three. You benefit from the fastest, most compliant solution on the market today.



Have more conversations

Have more conversations. Combine our smart predictive dialling algorithm with Answer Machine Detection (AMD), which analyses calls to detect voicemails before connecting your team, which means less wasted time and more conversations – every day.



Remain Ofcom compliant

You don't need to worry about balancing increasing productivity with remaining compliant. Our platform takes care of it for you. We give you tools to ensure that your campaigns have zero dropped calls without impacting your ROI.



Easy data prioritisation

Manage and prioritise contacts that are more likely to take the action you want with our data segmentation tools. They help you plan campaigns and implement a data strategy to automatically manage your campaign data.



Create complex scripts

Implementing scripts for your teams has never been easier. Change scripts in the moment, create journeys with branching logic, and get the information you need to be captured, all whilst the system validates data entry every time.



Design winning workflows

Design workflows and customer journeys that help you achieve your objectives, whether you want to automate sending emails or an SMS based on the result of a phone conversation, or you want to prioritise a contact for follow-up by another team. You've got complete control to create, learn, adapt and automate your journeys to increase your efficiency.



Do more than just dial

We're not a one-trick pony. Our outbound dialler is market-leading, but you also have the option to use other channels to help your outbound operations. So, if you want to drum up interest before a campaign, you can send an SMS or email to encourage your contacts to come to you - great. And, if you want your teams managing inbound calls too, that's easy and all controlled by you within the platform.





Win more business with better insight

Get in-depth reporting across your team, campaigns, business units and business with real-time and historical data to make better-informed decisions. You can give in the moment feedback to your teams through listening and coaching or to help you spot trends and patterns that help conversions.





Working with you



Simple licensing & pricing

We pride ourselves on making things easy for you. We've got two types of licenses with no hidden charges; you just simply pay per user and for the calls you make.



Easy setup

Our project teamwork with yours to ensure a smooth transition, with the typical project setup taking a few days, including the training of your teams. Which is all included in the price.



Secure & compliant

Cloud based (in Azure) data security is paramount this combined with data controls and ensure you remain Ofcom compliant.



Supported

We're all about partnerships, you'll have a dedicated account manager, service reviews and a support team on hand for any queries with 97% satisfaction rating – as rated by customers.



Developed in partnership

Our team and the future of our product is only as good as the feedback we get, which is why we work with our customers to find out what new features and improvements come in handy. We share the 12-month product roadmap and take an open and transparent approach to product development.



Built for you

We know it's not always a case of one size fits all, which is why we'll work with you to design a solution that fits your needs now and will definitely help you achieve your goals.



Proven ROI for your teams



Debt collection teams

Global leading bank

The team found integration and onboarding MaxContact seamless. Their users found the system easy and intuitive to use, resulting in the collection team increasing outbound customer contact rates by

300%

all whilst reducing the average speed to answer customers' calls by

57%



Sales teams

Firstsource - BPO

"We were working with an enterprise-level 'big 5' contact centre provider. Working with MaxContact has been a completely different experience. MaxContact's staff are experienced in technology, compliance, security and the industry as a whole. Support is no longer a battle, we speak to them regularly and they attend site whenever needed. We strongly believe we have chosen the right partner to help us continue to offer exceptional service to our clients."



MaxContact for your...



Users & Agents

- No wasted time manually dialling, sifting through data or listening to voicemails.
- Easy to use and understand.
- Pre-built workflows and scripts to make it easy for you.
- Work from home, the office – anywhere.
- Understand and monitor your performance.
- Real-time coaching, so you're getting tips to improve and areas to focus development as and when you need them.



Dialler Managers & IT Management

- Campaign set up in minutes.
- Full training included – training your internal teams.
- Accessible and managed from anywhere.
- Compliant & secure with hosted in Microsoft Azure for additional data security.
- Integrate with existing tech stack.



Operations & Team Leaders



















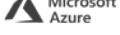





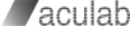
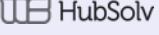



- Get full visibility of your team, campaign and business performance.
- Reporting on customer journey.
- Drive productivity of your teams with less wasted time.
- Insight on what patterns and approaches help make the things you want to happen, happen.



Working with you

We're building new integrations all the time and have the option to integrate softphone for all your users. Below are our most common integrations already implemented with MaxContact. However, speak to our teams about software you'd be interested in integrating to make your work-life easier.

Integrations

Payments	Data & Insight	CRM & Support
    	    	      
Infrastructure	Financial	
       	   	



Compliance and security



GDPR

Locate, edit or remove a leads information on the system on one simple page.



PCI-DSS Agent SafePay

Our agent safe pay feature allows agents to take payments without viewing or hearing the card digits of the customer. The customer will use DTMF tones via their keypad to transmit the card number, expiry and CVV.

With our new PCI-DSS Compliant Payment IVR your contact centre can now receive payments 24 hours a day 365 days a year with or without any agent involvement. This solution is designed fully bespoke to your requirements providing your clients with a great customer experience.



Password policy

Allows you to set configurable password plans that can be associated to user roles. This, in turn, allows password policies to be restrictive based on the sensitivity of the permissions associated with each role.



Roles and permissions

Control who sees what on the system with simple role assignment. Customise all permissions to create multiple, bespoke roles to your business.



Data management

Some of our customers use data that can only be called for a set period of time. Rather than having to plan to remove data from the system at the correct time, you can set an expiry date for the data so the system removes the leads automatically avoiding the possibility of exceeding calling times.



Recordings

For customers who need to send proof of compliance to their clients. We have a simple tool which allows manual or automated call recording splitting enabling you to download and send for compliance checks.



Microsoft Azure's security

We house all of our technology in Microsoft Azure's cloud services, utilising the strongest security models they provide. Microsoft have the highest industry standards for security and compliance in the world, and we make sure to use a datacentre to suit your regulatory commitments.



Certified secure

MaxContact is ISO27001, Cyber Essentials and ISO9001 certified meaning you can be sure we will keep yours and your customers data safe. We have high availability, full anonymisation and pseudonymisation functionality with full disaster recovery and 99.99% uptime guaranteed.



Features nuts and bolts

Dropless predictive algorithm

Our 'dropless' algorithm has been designed to work in a blended or outbound environment, with the aim of running predictive campaigns with a drop rate as close to 0% as possible.

Progressive undroppable dialling

Automatic dialling at a 1:1 ratio, with a blended campaign, meaning agents can take inbound calls without the worry of outbound calls being dropped.

Preview dialling

Allows your agents to see specific information about the customer before the dialler places the call or the agent chooses to dial.

Adaptive dialling

Allows you to set the number of agents where the dialler will automatically change from predictive to progressive dialling, avoiding a spike in dropped call numbers. When your staffing levels get back to that number dialling will change back to predictive.

Data prioritisation

MaxContact gives you the ability to prioritise your data the way you want, target postcodes, values of loans, age - anything. Giving you the ability to focus on the data that gives a higher return on investment.

Call recording

Full call recording of all calls. Record all or separate parts of transferred calls, review agent performance on calls, quickly spot trends in contact centre activity and rate and review calls on the system.

Simple single web agent

Single sign on, log in and out of individual allocated campaigns, manage call-backs, take inbound and outbound calls on the same screen, agent dashboard to display performance and targets, personalised scripts and CRM integration without the need for additional browser windows.

Live agent

Allows seamless connection to any agent making/taking calls, giving you the opportunity to listen in or coach the agent through the call.



Call Backs

Agents can schedule private or public call-backs on any call. Allows the agent or their supervisors to manage the call-backs in a simple effective way. Public call backs will be seamlessly routed to free agents at the arranged time.

QA suite

Recordings, notes and evaluations. Coach, monitor and evaluate your agents in one suite, allowing you to rate, highlight and record agent interaction to use in training.

AMD

Over 90% successful Answer Machine Detection, freeing up time for agents to take the calls that count whilst remaining compliant.

Best time to call

Automatically call at different times of the day to achieve better data penetration rates and increased ROI on data spends.

Time zone control

Auto time zone dialling, allowing calls to international destinations to be controlled, maximising contact rates.

Post call interaction

Allows agents to move calls into IVRs at the touch of a button. Play terms and conditions or leave automated answer machine messages, freeing the agent to deal with other calls.

Bespoke scripting

100% personalised, real time updated scripts. Display different scripts for different leads all within the same agent interface.

Drag and drop editor

Load, filter and assign data and campaigns in advance and on the fly. Allow automatic dialling of specific campaigns/lists as soon as agents log in. Monitor and receive alerts on eligible data thresholds. Change dialling types on the fly for campaigns and lists.



Multi option transfers

Allows agents to transfer calls to specific users, skills groups, IVRs or Hot Keys. Agents can complete warm or cold transfers easily within the single web agent screen.

Customised dispositions

Produce result code plans which allow you to display different result codes on different campaigns and only in certain circumstances – Only visible on scripts, within web agent, on certain agent script pages and so on.

Do not call lists

Infinite 'Do not call' lists, customisable and 100% protected.

Live stats

See live statistics on all campaigns, all teams and all users. Customise which stats you see and where you see them.

Multiple dashboard access

Publish dashboards to multiple locations within the system and to multiple roles – the same location can display a different dashboard depending on the user's role/access level.

Wallboards

Create dashboards that can be accessed via a URL, allowing remote monitoring of stats without the need to log into the system. Also useful for web enabled TV/monitors in contact centres to display stats & info.

Schedule reporting

Ensure everyone get the reports they need hourly, daily, weekly or monthly with our advanced reporting scheduler.

User management

Easy user interface which clearly displays where each user, team and campaign is assigned.

Custom dashboards

Build your own reports based on any and all of your data, with the ability to add rules to control what you see on each report you produce.

Softphone integration

Use MaxContact's softphone instead of physical handsets to make remote working even easier.

Custom dashboards

Produce colourful, informative dashboard displays for specific users via the easy to use drag & drop design page. Produce dashboards for the floor displaying multiple configurations – users, teams, lists & campaigns. Allows the combination of inbound & outbound stats to be displayed as well as stats for all calls. With our dashboards, you are free to choose what statistics are displayed, who sees the statistics and how they see them. The ability to use brand colours and images helps quickly identify performance and management information.



Agent time management

Complete control of breaks on the system for agents, monitor and report on them in the reporting suite.

Real time monitoring

Monitor your metrics and KPIs from anywhere. Advance reporting capabilities that are easy to use and allow the scheduling to automate the process.

Inbound routing

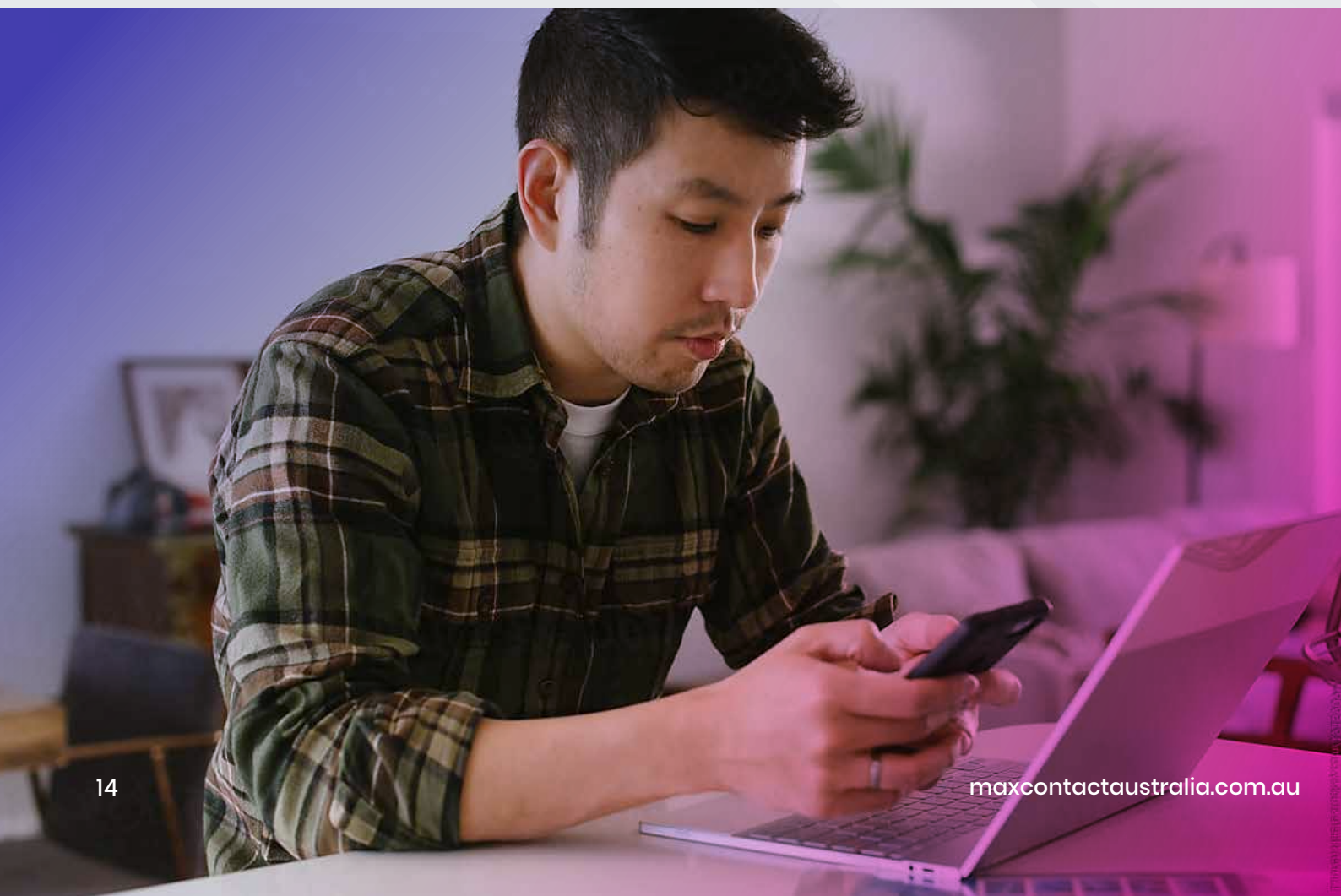
Use inbound 'skill widgets' to alert staff when certain criteria are met; call in queue, average wait times and even SLA stats. The alerts can be visual, audible or both.

ROI

For clients who record and report on revenue stats, we have the option for agents to enter payments received to specific result codes. Allowing you to record, report and display revenue wherever you need.

No limits

There are no limits to the number of campaigns, lists, inbound routes skills, scripts and so on.





To see how MaxContact could work for your
teams, request a demo now, email
info@maxcontact.com.au or
call us on AUS 1300 570 703 – NZ 0800 197 020

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