

Voice

TCN's Voice solution serves as the foundation for contact center success by providing proven inbound and outbound capabilities that empower your call center to grow.

Even with the rise of new communication channels, Voice remains a cornerstone of the contact center experience. TCN's Voice solution offers a comprehensive suite that empowers both startups and large enterprises to scale their operations, boost agent productivity and deliver outstanding customer service.

Outbound

Providing a comprehensive range of outbound calling services, TCN caters to diverse calling requirements, including predictive, preview and manual dialing options.

TCN's Predictive Dialer optimizes the dialing speed dynamically based on the number of available agents and average talk time. This intelligent dialing system prevents idle time for agents, maximizes productivity and ensures a consistent workflow.

Preview and manually approved call strategies effectively help organizations maintain compliance by allowing agents to review contacts before initiating calls, ensuring that each call is manually approved for compliance.

Inbound

TCN provides advanced, no-code solutions to build Interactive Voice Response (IVR) systems. These IVR systems enable businesses to offer self-service options, collect payments securely and intelligently route calls to live agents for personalized support. Businesses can improve operations and reduce costs by automating routine tasks and empowering customers with self-service options.

Inbound Voice offers advanced queue configurations, including queued callback and place announcements. Queue callback allows customers to opt for a callback instead of waiting on hold, reducing wait times and improving the overall customer experience. Place announcements keep callers informed about their

position in the queue, estimated wait times or other important updates, ensuring transparency and managing caller expectations.

Benefits

- Keep agents active with intelligent pacing
- Detect when agents are speaking to customers or voicemail systems
- Leverage blended environments with inbound and outbound calls
- Increase efficiency through IVR-driven self-service automation
- Streamline processes with integrations between first and third parties
- Easily scale to meet your needs



Features

- Utilize user-friendly visual IVR builder without the need for coding
- Route customers to their preferred agent with skill-based routing
- Create and build custom messages with Message Manager
- Custom dispositions
- Automate manual campaign dialing speed
- Automate campaign scheduling with linked campaigns
- Resend unconnected calls to increase effectiveness
- Save time with quick-to-deploy standard templates
- Ensure customer satisfaction with call recordings
- Group agents with similar skills and aptitudes

Use Cases

- Save agents time by using the Predictive Dialer to connect agents to the line as soon as the customer connects.
- Allow customers to receive a callback and save their spot in the queue rather than remaining in long hold queues.
- Automatically detect voice machines or live customers and complete specific actions.
- Gain a better understanding of your customer's satisfaction with customized surveys and polls.

The screenshot displays the TCN Agent interface. At the top, a blue header bar shows the user's name 'Agent' and 'LEARNING CENTER USER'. Below this, a status bar indicates 'Learning Center User (2076025), Learning Center Hunt Group' and 'Waiting 0:00:06'. The interface is divided into several sections: a left sidebar with 'Client Info' and 'Web Links' panels; a main content area with 'Responses' and 'Customer Questions' sections; and a bottom toolbar with 'LOGOUT', 'SEARCH INTEGRATIONS', 'CONSENT FORMS', 'MANUAL DIAL', and 'PAUSE' buttons. The 'Responses' section contains a 'Learning Center Intro' message and a 'Do you have any questions about the Learning Center?' prompt. The 'Customer Questions' section has a text input field. The bottom toolbar also includes a 'CAMPAIGN COMPLETION' button with 'ON HOLD' and 'STATS' options.