Quick & Timely Call Operations
with Smart Dialing and Call-Down List Management

CRM provides end-to-end support for data on prospects and existing customers, and telephony integration lets businesses handle calls better with all the customer information on hand.

With CTI over CRMs, agents can access customer data right away while they're on the phone, understanding customer preferences and resolving cases.

360 CTI is a Salesforce-native app that lets you perform calling operations at scale effortlessly. It's a fully-featured calling solution that works out of the box to give a seamless calling experience and personalized customer support.

Reduce Manual Dialing
with Complete & Comprehensive Dialer

360 CTI has a complete and comprehensive dialer that lets agents dial numbers manually or automatically. For auto-dialing, agents can create a 'Call list' in ListView and use an auto-dialer to dial numbers from the records in a particular ListView.

The app also has Click-to-Dial calling, enabling representatives to dial numbers from any record in Salesforce. This prevents support agents from navigating to a particular customer record to dial a number.

The virtual dialer comes with numbers and alphabets, much like a real-world keypad that enriches the interface. With an alphabetical keypad, callers can search using the initial alphabets of the name in records for faster search and discovery of contacts they'd like to call.

Maintain Consistency in Contact Details
with Auto Country-Code Selection

Customers are more likely to trust and answer incoming calls originating from local numbers rather than international ones.

360 CTI makes it easier for you to target prospective buyers through a local number.
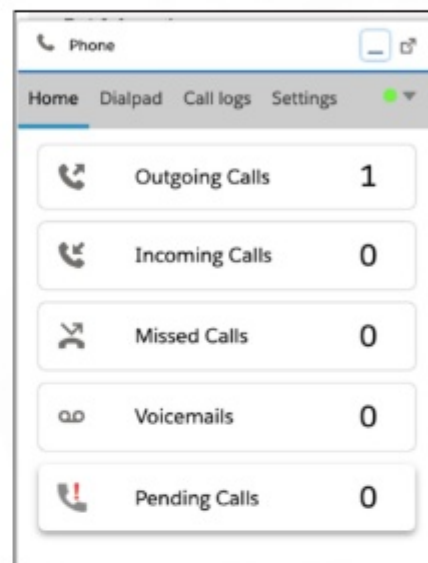
Desk Agents get easy-redial and country-code selection that automatically picks up the number that you've used once to contact a particular customer and auto-selects the relevant country code when you call a specific country's customer. This makes re-dialing more convenient without agents needing to manually remember or dial in country codes.

Manage Missed Calls
with Dialer-Accessible Call Logs

Every call is vital to a business, and missed calls may be a cause for missed opportunities.

To handle missed calls more effectively, 360 CTI provides dialer-accessible call logs for missed calls. Users access all missed calls directly from the dialer without navigating to any specific missed call page.

So there is no way that agents will miss necessary actions like a callback for missed calls, even if they're extremely busy with their work. This makes for prompt callbacks, helping agents seize the opportunity before it's too late.
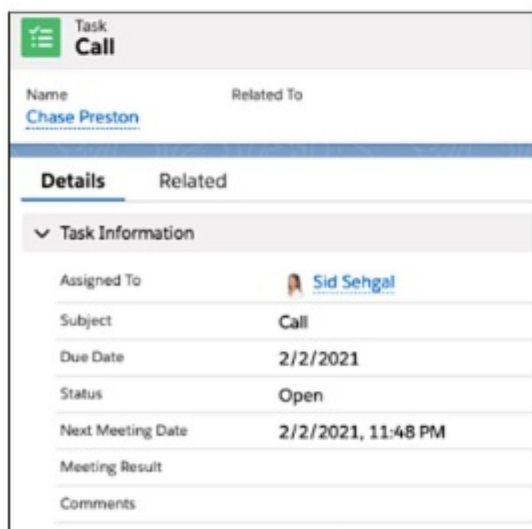

Dialer-accessible Call logs for Missed Calls

Due Date Field in Call Log

Call on time
with Triaged Pending Calls by Due Date

Missed due dates for an activity related to a call reflect poorly on your brand overall.
The 360 CTI app lets you triage pending phone calls by due dates. When you have a conversation with a customer, it could go many ways.
This could be a callback request on a specific date if the customer is out of town, a follow-up call for pending payment, or something else. Triaged pending calls with due dates remind you to give a ring to a prospect or existing customer on or before a specified date. This way, telephony teams can set up calls constructively without losing out on any opportunities to competitors because of unavailable staff.

Perform Bulk Dialing in a Controlled Manner
with 'Break' and 'Skip' in the middle of a Call-down

To perform bulk auto-dialing in a more controlled way, you have Breaks and Skips for Call-Down lists to decide action for the next call as you end the first call.

Users can 'Break,' 'Call,' or 'Skip' the call for a particular record while auto-dialing numbers in bulk. When agents tire out after long calls, they can easily 'break' out from the automatically-dialed sequence of calls and take a break. As the agents resume calling again, the calling sequence resumes from where it is left.

Depending on the requirement, there's also an option to start making calls from any point in the list. Agents can decide whether to 'Skip' or 'Call' for each record when numbers are being auto-dialed by 360 CTI.
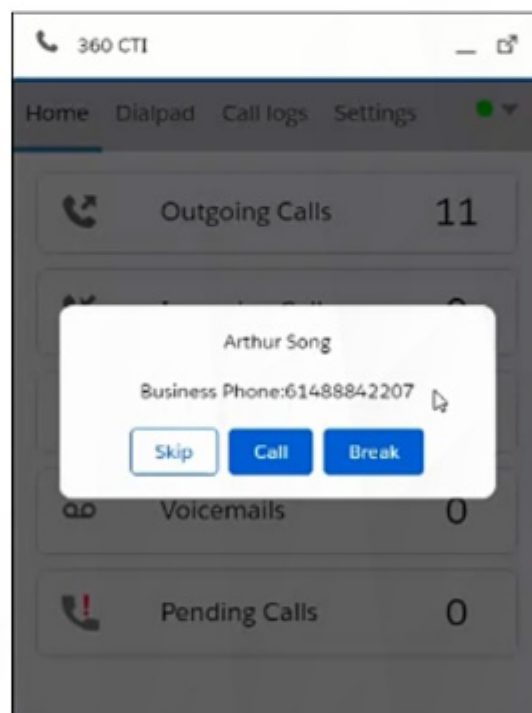
Call Management Options while Auto-dialing to Manage Each Call

So what are you waiting for? Filter call-down Lists and automate dialing at scale.

Reach out to us at info@360smsapp.com for more questions about 360 CTI.