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Issue: 1



Dial Interactive's Contact Center Quarterly Insight

**DI has a nationwide presence, with
offices in AR, FL, GA, IN, KS, OH, TX**

Greetings!

Dial Interactive, Inc. ("DI") has been providing contact center consulting services for clients with complex business problems since 2001. DI consultants are "seasoned" professionals with 20+ years of contact center and telecommunications experience.

Our solutions are built around years of practical strategic, operational and technical experience. We work hard at helping our clients extract value out of existing contact center processes and technologies. Often our professional services engagements pay for themselves as a result of achieving improvements in customer satisfaction, efficiency improvements, increased sales and cost savings.

We welcome your feedback to our newsletter and an opportunity to assist you.

Like we always say - and mean, "if you want to get on a call and

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BCDR Planning

Business continuity disaster recovery (BCDR) is critical and needs to be well thought out and documented.

A BCDR plan should have documented, step-by-step procedures, be kept current, & tested periodically. Elements include:

- Assign a BCDR executive owner
- Determine potential disasters
- Categorize possible impact, agree to downtime parameters (cost of response must be balanced against tolerance for

brainstorm just let us know, we are glad to discuss your needs - no strings attached."

The DI Team

Quality Focused - Dial Interactive

TL 9000 R5.0/R4.0 / ISO 9001:2008 Certified

DI completed a year-long initiative to develop a Quality Management System - and recently achieved TL 9000 R5.0/R4.0 / ISO 9001:2008 certification (US10/74551) for product category 7.10.

This certification achievement demonstrates that the processes involved in DI's professional services adhere to the TL 9000 quality system requirements. DI is pleased to have achieved this milestone and is 100% committed to continual process improvement and improving customer relationships.

DI received expert implementation assistance from BIZPHYX, a prominent consulting and training organization specializing in TL 9000 quality management solutions and DI's certification was verified through detailed external audit review stages by SGS, a world-wide inspection, verification, testing and certification company.



Outbound IVR

Interactive voice response (IVR) applications are typically associated with inbound calling programs. Bridging inbound and outbound services with outbound (IVR) is a next generation contact center solution.

Whether it is predictive, progressive, or preview; outbound services provide opportunities to do business with fewer resources and at lower costs.

Outbound applications include alerting customers of flight delays, returning calls when callers don't want to hold, bill payment, etc. An IVR can deliver appointment reminders via a phone call, propose other appointment times - and can be used by callers to schedule appointments without ever involving a contact center agent.

- downtime)
- Develop a topology of the BCDR infrastructure (data center, remote sites, network facilities)
- Create IT inventory (hardware, software, phone #s, etc.)
- Ask each department to document and prioritize the three to five most important decision-making processes that they use on a consistent basis
- Develop recovery procedures for each disaster type (set service level expectations and define policies)
- Develop a BCDR contingency flow chart with roles, responsibilities, contact information and procedures
- Test the BCDR plan

DI provides BCDR plans that include strategy, impact analysis, inventory, process and procedure flows, recovery plans and testing services.

DI Services

DI's contact center staff augmentation or project-based services range from:

- Business/Technology Assessments
- RFP Management
- Business Case Analysis
- Custom Report

Proactive, outbound IVR applications are being looked at by many firms; especially those striving to improve customer loyalty and provide better service.

DI provides outbound IVR services beginning with planning and assessment through call flow and campaign design, development, implementation, report development and on-going maintenance services.

PROJECT NEWS - During the past 12 months DI has continued to work closely in support of key service providers and direct clients. A few of DI's Contact Center and Telecommunication Fortune 500 and Government Projects include:

- Retail - Stress Testing and Performance Testing
- Retail and Government (Higher Education) - Disaster Recovery Planning
- Transportation - Technology Migration and Custom Reporting
- State Government - Strategy, Design and Implementation Roadmap
- City Government - Design, Development and Implementation
- Hospitality and Retail - SQL-Server Database Administration

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- Development
- Disaster Planning
- Design, Development, Implementation
- CTI/Custom Softphone
- Stress Testing and Performance Testing
- Annual Support Agreements
- Database Administration

Recommendations are frequently implemented with little or no additional capital expense.

We care about providing high quality services.

We care about customer satisfaction.

We care about our reputation and our integrity.

We care about helping our partners and customers solve their business problems - and we never give up.

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