

Alvaria Clicker Agent™ Contact List and Intervention Queue

Manage compliance while improving agent productivity through human intervention, manually “clicking” to add numbers to calling campaigns.

With more than five decades of experience in the contact center arena, Alvaria continues to innovate and lead the industry with the most comprehensive set of compliant outbound dialing tools. Whether your compliance concerns are TCPA, FDCPA, or HIPAA, you will have peace of mind that Alvaria compliance solutions can help you meet those requirements while improving business productivity.

Reach Peak Agent Productivity & Stay Compliant

- Administrator generates list of numbers that need to be called
- Administrator provides human intervention to add numbers to calling campaign
- Compliance checks performed before adding to campaign

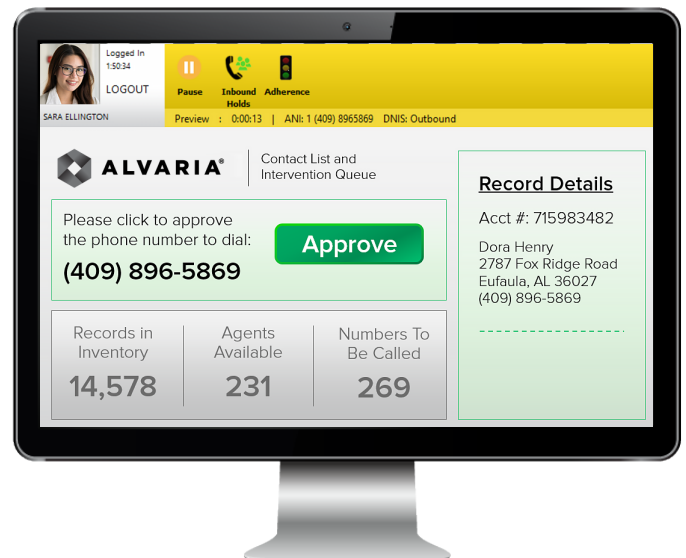
Built-In Business Rules

- Utilizes “Calling Windows” by Time Zone + Zip Code
- Does not break “Delay Between Attempts” rules
- Enforces “Maximum Attempts” rules across distinct locations & time intervals
- Maintains exclusion and business rules

Alvaria Clicker Agent (Contact List and Intervention Queue) allows contact centers to improve agent productivity through human intervention, manually “clicking” to add numbers into a calling campaign, while leveraging built-in system filters, business rules and compliance checks.

Advanced Features & Benefits

- Utilizes compliance filters
- Takes advantage of Call Progress Analysis
- Includes Answering Machine Detection
- Enforces “Call Recording Exclusion” rules

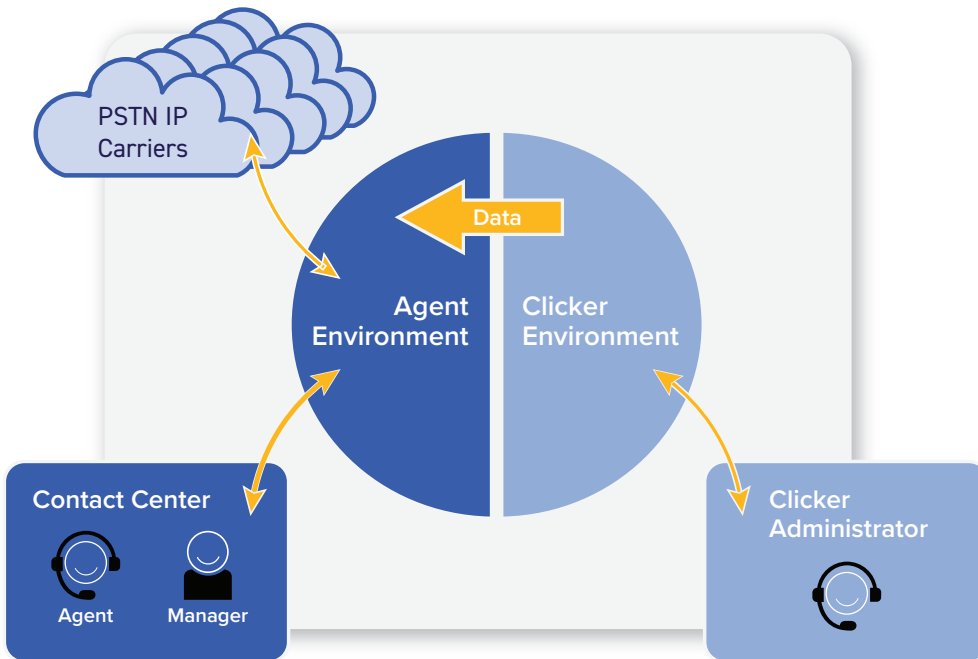


Administrator Functions

- ✓ Confirms each record to be called
- ✓ “Clicks” on each number to be inserted into a campaign
- ✓ Monitors number inventory levels
- ✓ Increases agent productivity

System Functions

- ✓ Performs compliance checks
- ✓ Enforces company defined exclusion and business rules
- ✓ Ensures sufficient agents are available
- ✓ Presents agents with audio and screen pop of connected number



Alvaria Clicker Agent™ allows compliance & productivity to be managed easily between your platform administrator and contact center personnel.

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About Alvaria™

Alvaria helps organizations efficiently manage and engage the modern workforce and connect compliantly with customers and prospects. Our open, innovative multi-platform is purpose built for two core competencies; a feature-rich, intuitive, and intelligent workforce engagement management platform, and a multichannel proactive compliant outreach platform. Alvaria, the product of the merger of world leaders - Aspect Software and Noble Systems - is proudly celebrating 50 years in business reshaping customer and employee experience. ALVARIA. Reshaping Customer Experience™.