

# The Sytel AI Dialer at Work

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## Highlights

- Collections campaign in the US with
  - average agents of 15
  - average agent utilisation of 73% - (talk + wrap) divided by (talk + wrap + wait)
- Seven hour shift
- The outbound campaign is blended with inbound, hence constant agent movement
- Answering machine detection is deployed
- Tough dialing conditions with just one call in ten being answered

And note in particular...

- The dialer showing its paces with a combination of a very low live call rate with a low wait time between calls – the first two graphs below
- Abandoned calls at a max of 3% of live calls
- No answered calls put into hold queues
- No cancel dials

## Why is This Customer Working Under Compliant Dialing Conditions?

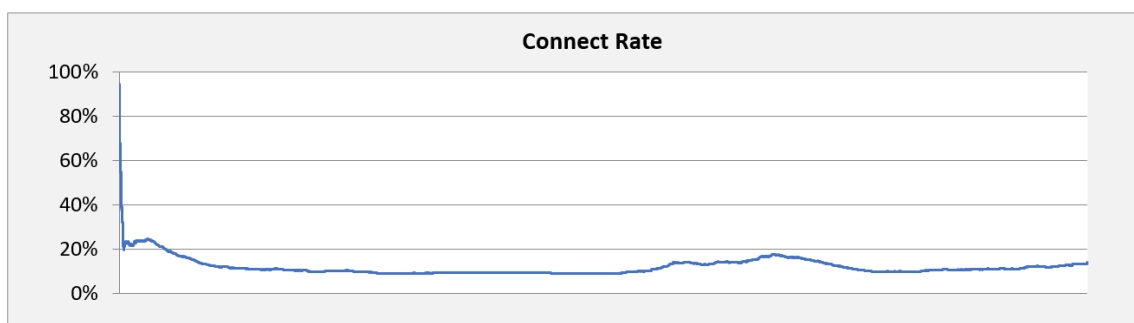
They don't need to, but they are very satisfied with their agent utilisation performance. They could improve it but only at the expense of calls put into hold queues, cancel dials, or a spike in abandoned calls. Their view is that the impact of such actions would be negative in customer terms and hence campaign performance.

## Verdict

When dialing conditions are tough, no other dialer gets even close to the performance level shown in this campaign by the Sytel AI Dialer. We are happy to be put to the test in trials or benchmarks.

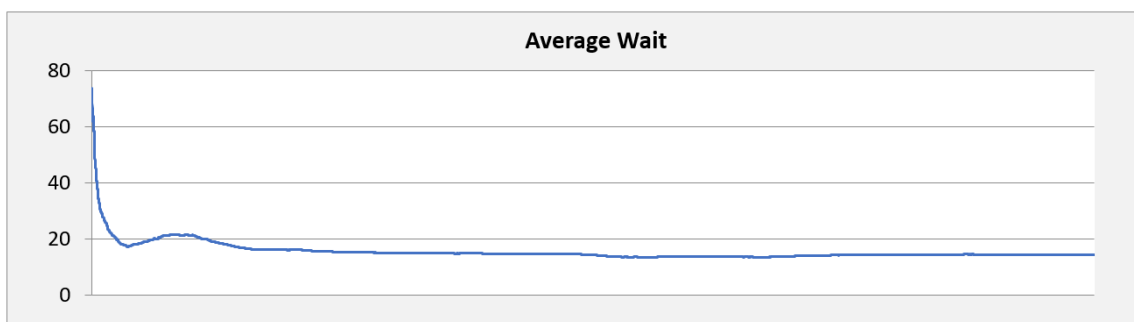
See **performance graphs** below.

1



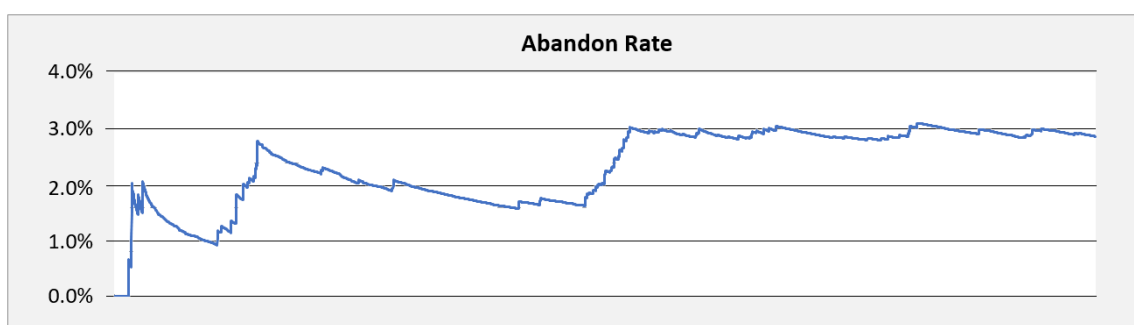
The percentage of calls dialed which are answered and then classified as live

2



Cumulative average wait time for agents between calls

3



Cumulative abandoned calls as a percentage of live calls (not all calls!)

To see the full set of graphs for this campaign just email us at [sales@sytel.com](mailto:sales@sytel.com)