



The Secret to Having a Highly Accurate Auto Dialer

Make every second count
with Call Progress Analysis





The Challenge

Call centers have operated in parallel with sales and customer service during the pandemic, playing a central role in keeping many businesses afloat. Studies show that sales calls increased by 72% in March and 65% in April 2021, compared to pre-pandemic baselines.¹ To support a return to growth going forward, it's essential for companies to equip call center agents with the tools and support needed to boost calling capacity and increase revenue.

Auto dialer software can eliminate wasted time and enable agents to focus their skills on what they do best—winning new business, building customer relationships and closing sales. A quality auto dialer can streamline the outbound calling process and give agents back the time they lose on unanswered calls, punching in number after number, and listening to lines ring.

Did you know that there's more than a 60% chance that a call will not be answered? Imagine how much time your agents could save with state-of-the-art auto dialer software doing all the chore work for them?

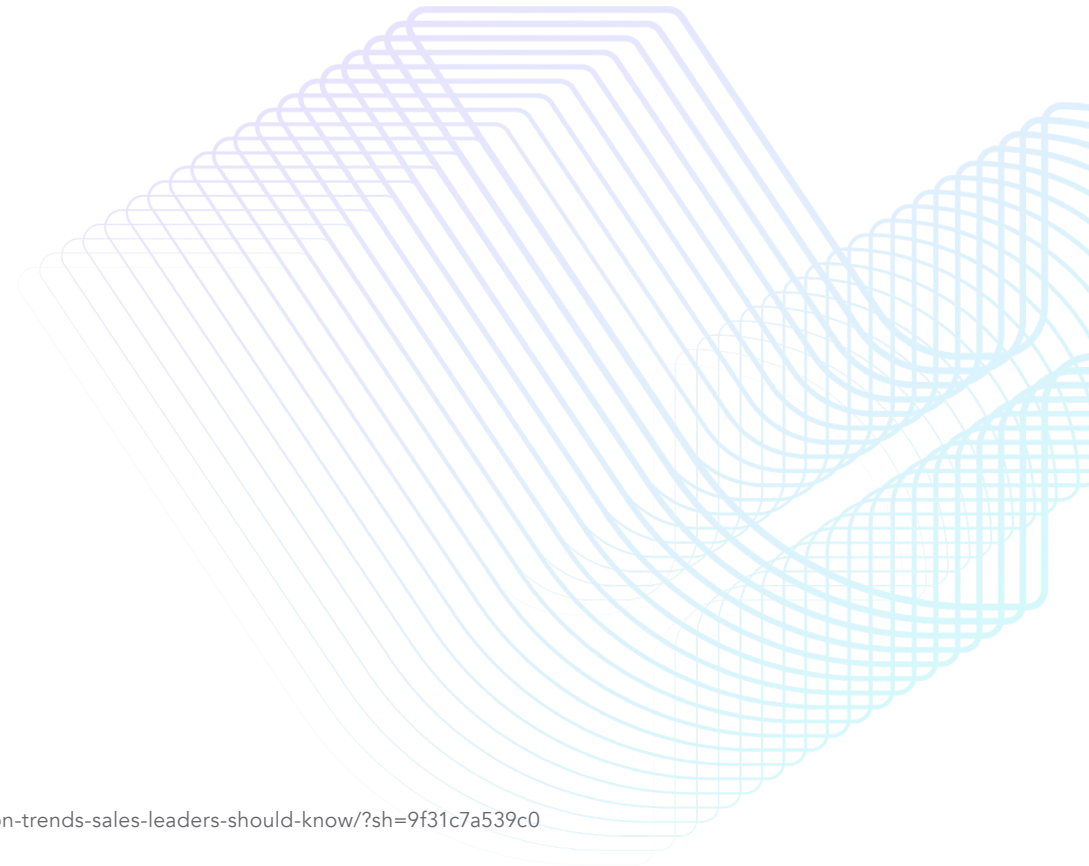
That said, some auto dialers still rely on outdated technology. These systems have their limitations, such as not being able to accurately determine whether they have reached a human or an answering machine when the call is eventually picked up. This can lead to embarrassing mistakes that tarnish your brand reputation and drive customers away.

¹ <https://www.forbes.com/sites/forbesbusinessdevelopmentcouncil/2021/06/02/lead-generation-trends-sales-leaders-should-know/?sh=9f31c7a539c0>



The Solution

The combination of Voice Activity Detection (VAD) capabilities and 20 years of experience delivering industry leading speech recognition, LumenVox's AI-driven Call Progress Analysis (CPA) gives your auto dialer software the intelligence required to distinguish between humans and machines with greater speed and accuracy.



How Automated Dialers Support Call Center Success

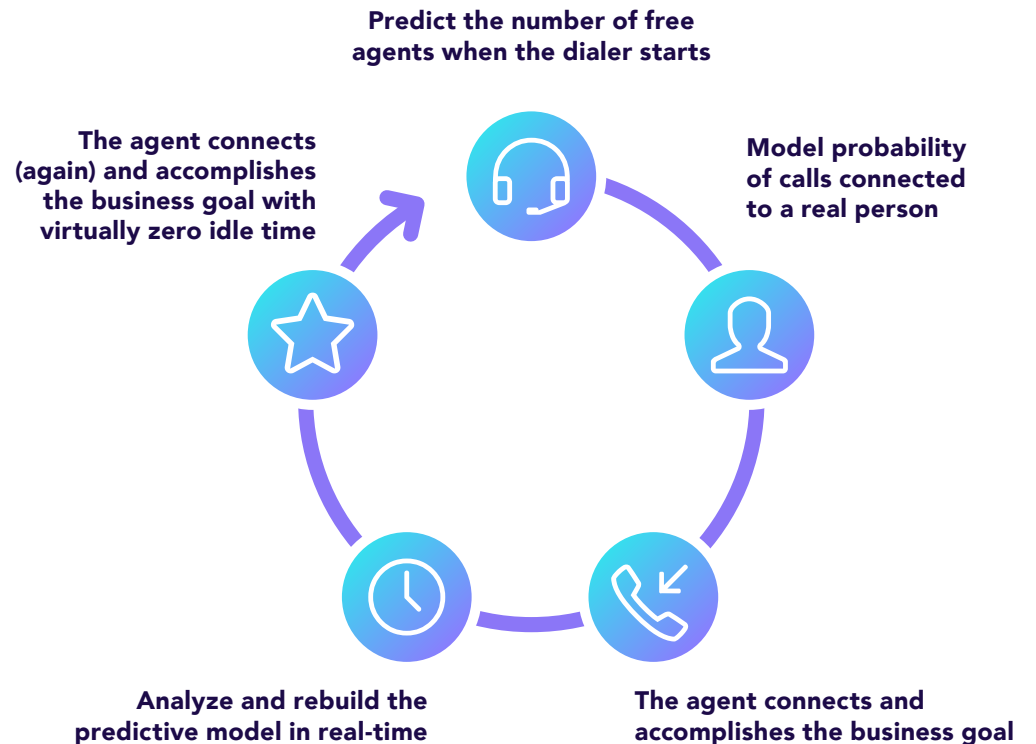
An auto dialer is, as its name suggests, an automation solution that handles a range of time-consuming tasks for your call center supervisors and your sales agents. These tasks include:

Predictive Dialing

Auto dialers use algorithms to optimally time calls. The algorithm considers the availability of call center agents and the amount of time it takes for calls to be answered. From there, they adjust the dialing rate to ensure calls take place at the optimal moment.

Message Delivery

Auto dialers call specific numbers and deliver message “payload”, which can be anything from appointment reminders to political campaign messages, emergency notifications, etc. These calls are usually queued up, and the system works through the list.



The Result

Both functions save agents valuable time and, in turn, save your call center money.

LumenVox Call Progress Analysis: Artificial Intelligence For Auto Dialers

LumenVox Call Progress Analysis software adds proprietary artificial intelligence to any auto dialer to enhance its capabilities, optimize its performance and amplify outbound calling success.

LumenVox CPA uses an AI-driven algorithm, called Voice Activity Detection (VAD). Voice Activity Detection (VAD) technology is significantly more accurate than traditional answering machine detection software. VAD uses advanced speech recognition technology to assess whether a call has connected to a human or an answering machine. It can then either connect the potential customer with a live agent or leave a message on the customer's machine.

This technology has emerged to address the shortcomings of conventional auto dialer software, which uses only audio energy levels and timing cues to determine whether the call has been answered by a human or a machine. The problem here is that noises on the line or in the background can confuse the software, leading to an inaccurate determination. When this happens, a pre-recorded message could be

delivered to a live customer, or a call could be dropped just as the customer answers. To avoid these frustrating incidents from happening, you can augment your auto dialer software with LumenVox's CPA technology. This has in-built VAD with advanced speech recognition and machine-learning capabilities that monitor a range of factors—including tone, silence intervals and speech intervals—to correctly classify calls. This way, you can give your auto dialer software the intelligence to distinguish humans from machines accurately and speedily, and direct them swiftly to a live agent or pre-recorded message. This will not only increase agent productivity and outbound calling success, but also ensure that your call center can harness the benefits of predictive dialing in a way that is compliant with related regulatory restrictions governing the use of such automated systems. ²

² <https://www.lumenvox.com/blog/effective-call-center-strategies-for-outbound-calling-success/>

How Customers Are Using LumenVox Call Progress Analysis

Auto dialing software is most commonly used for cold calling sales campaigns. With LumenVox CPA, your auto dialer can be used for a wide range of use cases, including:



Collections

Conduct sensitive cold calling campaigns such as debt collections.



General Outbound Messaging

Successfully send critical customer notifications, such as emergency notifications, event reminders, weather alerts, political campaigns and more, with the highest accuracy.



Fundraising

Make the most highly effective outbound fundraising campaigns.



Outbound Sales

Conduct outbound sales calls at high volume and keep in compliance.

Before & After LumenVox Call Progress Analysis

So, what improvements can LumenVox Call Progress Analysis bring to a call or contact center?



Fewer Inbound Calls, Happier Agents

With proactive outbound communication, LumenVox Call Progress Analysis customers can rely on receiving messages in full. When you successfully deliver up-to-date, relevant information to the customer, they do not need to contact an agent or phone the call center for important updates. This dramatically reduces inbound calls, reducing the workload of agents.



Increased Efficiency, Reduced Cost

LumenVox CPA is all about enhancing automated dialers to increase efficiency. With LumenVox, automated dialers can significantly contribute to operational cost savings and dramatically impact the overall competitive advantage for the call center.



Easy Integration

Call Progress Analysis technology is only truly beneficial when it is easy to integrate into your existing infrastructure. LumenVox CPA technology is compatible with most voice platforms and PBX systems such as Asterisk and FreeSWITCH, and fully supported through the Media Resource Control Protocol (MRCP). It is therefore simple and easy to plug LumenVox CPA into both custom and standard applications.



Improved Customer Satisfaction

More than ever, customers want proactive communication. Ensuring that messages are accurately and efficiently delivered in full will work to improve customer satisfaction, creating customers for life.

Maximize efficiency, reduce operational costs with Call Progress Analysis.

To remain competitive in the call center industry, you need software that is always thinking ahead. By taking advantage of LumenVox CPA, businesses and representatives can:

- Drastically increase the number of outbound calls
- Radically reduce the number of inbound calls
- Make every millisecond count.

Why LumenVox?

100% Successful Call Delivery

Billions of calls successfully delivered each month

Customer Satisfaction

Industry-leading **NPS score of 90**

Industry-leading ASR

Billions of interactions captured

Successful Deployments

Over **2,000 customers** and **6,500 deployments** worldwide

Industry Recognition

Received **People's Choice Awards** for voice biometrics, TTS, and ASR by Speech Tech Magazine

Voice Biometrics Capabilities

Millions of voice prints successfully created

Delivering Customer Success & Value

Renewal rate of **over 97%**

About LumenVox

LumenVox transforms customer communication. Our flexible and cost-effective technology enables you to create effortless, secure self-service and customer-agent interactions. We provide a complete suite of speech and authentication technology to make customer relations faster, stronger and safer than ever before. Our expertise is extensive— we support a multitude of applications for voice biometrics, inclusive of passive and active authentication for fraud detection. And we do it all by putting you and your customers first.

Interested in finding out more about this product?

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