

Contact Center Solutions

ADVANCED TECHNOLOGY OUTSOURCING

VIRTUAL RECEPTIONIST

The Virtual Receptionist (VR) is a tool that does exactly as its name suggests – acts as the operator/answerer for your phone lines and routes callers to the correct places. The VR can be programmed using text-to-speech or customized audio files in order to greet callers. You can add as many menu options as they would like to route callers or deliver simple pieces of information such as directions, hours, or the answers to FAQs. The VR can route to nearly every DPS Technology feature, such as a Find Me list, SurVo, Lead Distributor, Store Locator, as well as to another phone number as a direct transfer. By creating three or four digit keypad options for different menu items, someone can set up extensions for their employees.

SURVEY IVR

The ability to create unique IVRs on your own is one of the strongest points that sets DPS apart. Survey Interactive Voice Response routes people to the correct place gives businesses to deliver and gather information utilizing a variety of question types that gather answers in the form of a date, digits, time, currency, and more; or prompts that merely play an audio file; or open-ended recordings that will record whatever someone says and turn it into an audio file you can create complex IVR forms. This type of technology used to be available only to enterprise-level corporations but through DPS is now affordable for the small business.



Toll-Free & Local Phone Number Solution

The DPS Toll-Free & Local Phone Number Solution can instantly provide you unlimited phone numbers for your sales and marketing campaigns. Your phone numbers are tracked with our Call Tracking technology and can be routed to a Virtual Receptionist, hosted IVR application, or any other DPS service.



Lead Generation Solution

The DPS Lead Generation Solution increases leads for your company by using [Toll-Free Numbers](#), [Click-to-Call](#), and [Voice Broadcast](#), saves time and money with [Call Routing](#), [IVR](#), and [Virtual Receptionist](#) services, and [tracks calls](#) to improve sales efficiency. [sted IVR applica-](#)



Interactive Marketing Solution

The DPS [Interactive Marketing Solution](#) enables you to test media solutions by tracking which advertisements produce the most phone calls. [Smart Click-to-Call](#), [Toll-Free Numbers](#), and [Outbound Voice Broadcast](#) generate more conversations with your prospects while [Call Tracking](#) provides detailed reports about which advertisements generate the most phone calls.



Lead Distributor Solution

The DPS [Lead Distributor Solution](#) distributes incoming calls to your business across traditional call centers to the appropriate sales representatives, regardless of whether they are in an

Store Locator Solution

The DPS [Store Locator Solution](#) routes incoming customer phone calls to your nearest location. You can use one local or [Toll-Free phone number](#) for all of your stores, then quickly set up a [geo-graphic call routing](#) system to route calls based on caller ID or zip code to your nearest store.



Virtual Call Center Solution

The DPS [Virtual Call Center Solution](#) provides your customers best-in-class service while maintaining the flexibility you need as a small or medium size business.

Conference Calling Solution

The Ifbyphone [Conference Calling Solution](#) saves your business valuable time by calling the designated conference participants instead of wait-



Order Status Solution

The DPS [Order Status Solution](#) combines an DPS [Toll-Free Number](#) or [Smart Click-to-Call](#) with an [interactive voice response](#) to allow your customers to check the status of any order.

Customer Surveys Solution

The DPS [Customer Surveys Solution](#) gives you the ability to survey unique market segments using [Hosted IVR](#), while delivering those surveys via a [Smart Click-to-Call](#) on a web site, an inbound [Toll-Free Number](#), or an [automated Voice Broadcast](#)



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THE DPS TECHNICAL APPROACH

SMART CLICK TO CALL

Typically, a click-to-call is used to connect someone visiting a website, blog, or from an email with another phone number. DPS calls its technology “smart” because not only can we do that, but we can also connect a clicker with any of our applications. Smart click-to-call technology helps to improve the communication flow between a business with a web site and its customers or prospects who visit the site. Strategically placing a click-to-call in places where a web visitor is more likely to encounter questions is a great way to get a hot lead on the phone.

VOICE BROADCAST

Voice Broadcast allows for a quick introductory message followed by a series of options to continue, transfer, or end the call and future contacts. DPS’ technology can send out up to 10,000 Voice Broadcasts per minute and continually track customers through a dedicated ‘Opt Out’ & ‘Opt In’ process.

For more information on any of our products or services please visit us on the Web at:
www.dakotaperformance.com

Select a Service to Configure

Virtual Receptionist	Phone Routing
Smart Click-to-Call	Verify-Me-Now
SurVo	Voice Mail
Voice Broadcasts	Find Me
Schedules	Wake Me
	Remind Me



Web-based Interface



Voice Broadcast Technology Benefits

- Unlimited Voice Message Recording
- Allow customers to replay messages and opt-out of campaigns
- Schedule voice calls and reach your audience at a date/time when they’re most receptive.
 - ‘Hot Key’ call transfer to a live operator
- Embed hot keys in your messages and let customer reach live operator by pressing a button.
- Transfer to a phone number of your choice.
 - Smart answering detection – Machine & Voice
- Campaigns can be set up to by the following:
 - Answering Machine Only
 - Live Answer Only
 - Combination of Both
- Flexible Call List Management
 - Benefit from centralized list management.
 - Create lists using Microsoft Excel.
- Comprehensive Reports
 - Get instant reports and immediate online reporting of campaign results.



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