

Breakthrough leader.

Essential technology.

Right now. SER.

Breakthrough Leader

Since 1989, SER has led the contact center industry in delivering products that significantly improve operational efficiencies and agent productivity. SER's flagship outbound product, Call Processing System (CPS), is the most widely-used outbound call management system in the world. Known for its reliability and quality, this industry award-winning system is used today at 8 of the top 10 outbound teleservices companies in the U.S. and at several leading credit collection agencies.

SER's depth and breadth of experience in the outbound teleservices industry is unparalleled. With 28 existing patents, SER continues to deliver new technology and functionality to the market, such as advanced automated quality monitoring (SERmonitor™) and call validation (SERvalidate™) solutions. In fact, SER was recently designated the "**best-in-breed outbound dialing vendor**" with the "**best pacing algorithm in the industry**" in reports released by the META Group.

Essential Technology

SER is the partner of choice for companies seeking robust, highly scalable contact center products and services. SER continues to lead the industry with cutting-edge, functionally rich technology designed to increase agent productivity, reduce operating costs, enable customers to comply with FCC/FTC regulations, and ensure overall client success.

TSP500 (Powerful Predictive Dialing)

Increase capacity – supports 288 agents on a single system

Generate more connects – using SER's patented SmartPace™ VI dialing algorithm

Transmit Caller ID – both telephone number and company name on a campaign-by-campaign basis

Consolidate operations – with integrated VoIP

Quality Assurance Solutions*

SERmonitor - unlocks the information stored in call recordings and lets you use it to improve agent performance and increase customer satisfaction.

SERmonitor elevates call monitoring to a new level of quality assurance. SERmonitor provides the automated quality monitoring tools you need to **listen to 100%** of your calls and analyze every customer interaction. For example, with SERmonitor, you can automatically be notified when agents use words and phrases that are inappropriate, and swiftly address issues before they become problems.

SERvalidate - provides assurance that 100% of your orders are verified for accuracy.

Combine SERvalidate with SERmonitor to achieve even greater levels of quality assurance. Use SERvalidate to confirm the details of an order or application, to reduce returns, and decrease disputes. SERvalidate uses sophisticated speech recognition technology to automatically match the spoken word with detailed call screen activity. It brings a whole new level of productivity and efficiency to order validation while helping to substantially reduce operating costs.

**SERmonitor and SERvalidate integrate with your existing recording environment.*

Right Now

Contact us today.
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