beamsoftware

CTI MODULE

BEAM'S COMPUTER TELEPHONY INTEGRATION

Enables agents to quickly and efficiently contact consumers via one-click outbound calling and provides automated screen pops with each inbound call.

Click-to-Dial and Pop-Screen Integration

Improve Call Efficiency

Enable your agents to dial phone numbers with a single mouse click and avoid mis-dialing numbers.

Inbound Screen Pop

Inbound calls result in a screen pop of the consumer's account directly on agent workstations. Agents see account details immediately after answering the call.

Increase Productivity

Minimize the time spent manually dialing phone numbers and maximize agents' call volume. More calls mean more money collected.

Save Time

Eliminate the need to search for a consumer's account. There's no time wasted in looking up an account.

Why choose Beam?

- Easy, seamless configuration with integrated telephony providers.
- All-in-one software solution for consumer contact and disposition.
- Increases opportunities to engage with consumers and resolve their debt.

Intuitive • Compliant • Modular

BeamSoftware.com

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