

Inbound Call Tracking with Intelligent Outbound Dialing

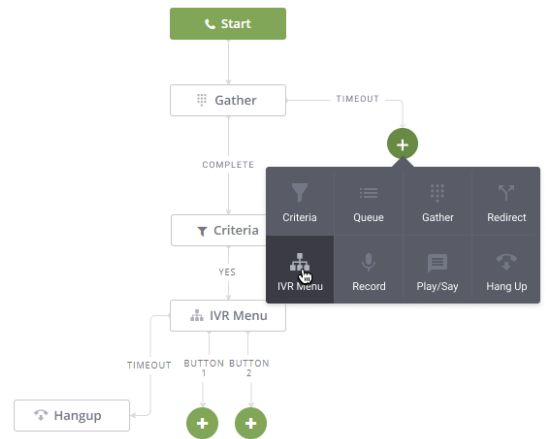
RingResponse meets the demanding requirements of inside salespeople, enabling them to move quickly from outbound dial campaigns to managing and transferring inbound calls. The performance of inbound calls are tracked from any marketing channel, improving call conversion and lead quality. RingResponse will ensure every call is prioritized, routed, and answered by a qualified salesperson. Outbound dialing with RingResponse will elevate your sales team enabling them to make more dials, have more meaningful conversations, and surpass their sales targets.

Inbound IVR Operational Features

Create Call Flows

Call flow designer provides a visual map to create call trees which direct callers through queues, to various locations or teams based on criteria or call distribution rules.

The call flow features include: upload audio, text to speech, call forwarding, redirect, criteria, hang up, play/say, gather, and time constraints.



| Available Numbers | | | | |
|-------------------|-----------------|----------------|----------------|-----|
| NUMBER | AREA | INBOUND RATE | RECORDING RATE | |
| (520) 263-8096 | Sierra Vista AZ | \$0.100/minute | \$0.20/minute | Buy |
| (520) 214-2830 | | | | Buy |
| (520) 365-0223 | | | | Buy |
| (520) 487-4483 | San Manuel AZ | \$2.00/month | \$0.0275/min | Buy |
| (520) 487-4483 | | | | Buy |
| (520) 389-5762 | | | | Buy |
| (520) 214-7630 | Tucson AZ | \$0.100/minute | \$0.20/minute | Buy |

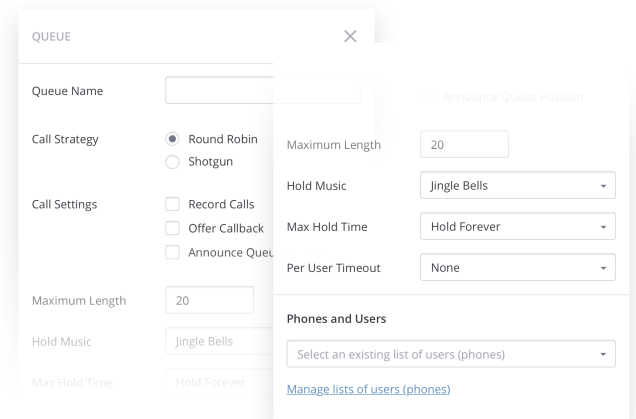
Add Funds and Purchase Numbers

With RingResponse, port your existing phone numbers or purchase new numbers right from the solution. You can pick local or long distance numbers in the United States and Canada.

Create Queues

Queues include salespeople, locations, or customer support agents. Within each queue, an inbound call Routes to the next available agent or the entire queue group.

Queue Features: hold time, hold music, announce callers queue position, and offer a call back based on queue hold time.

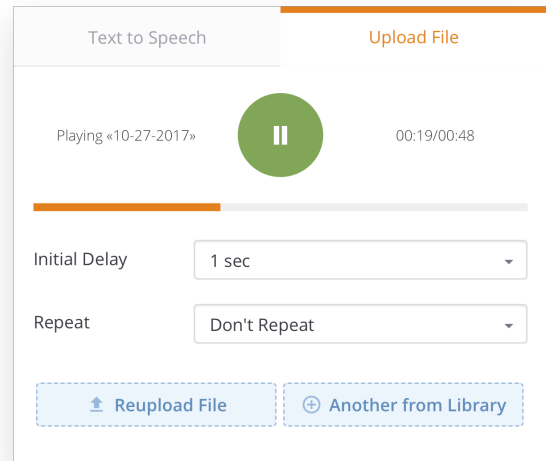
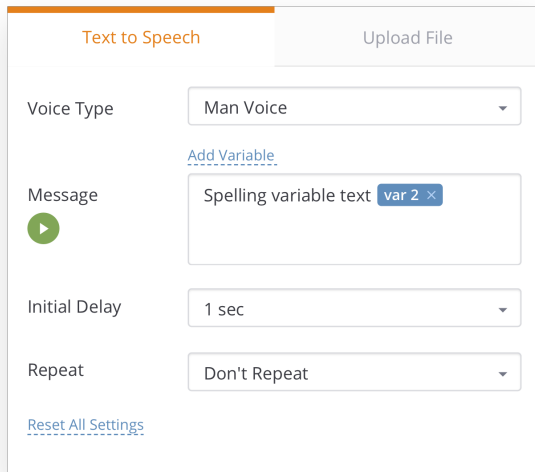


Text to Speech

RingResponse can convert typed text to speech from the call flow editor. The text to speech feature eliminates the need to pre-record voice options for keypress prompts throughout the call flow.

Upload Audio

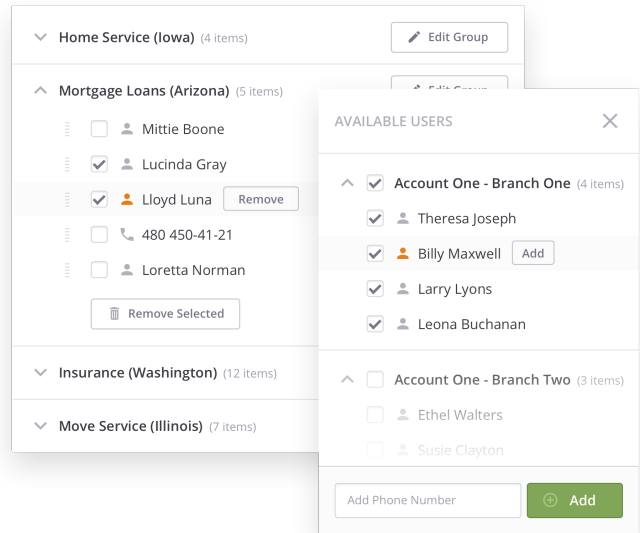
Add a pre-recorded introduction message that plays for a caller helping to keep them on the call until greeted by a live salesperson or customer service associate.



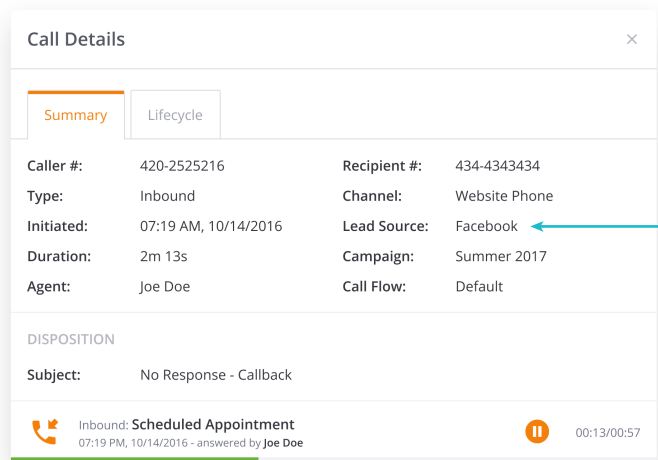
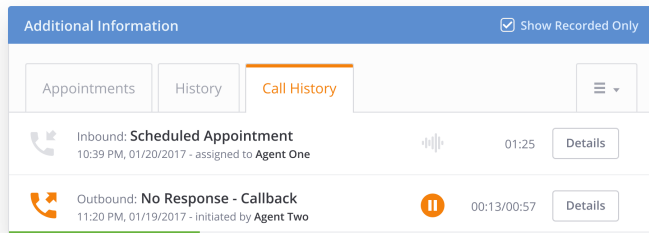
Administrative Features

Enable and Disable Users

Supervisors can edit call flows and add and remove users from a queue. There is also the ability to restrict supervisors from these functions.



Preview Recorded calls and playback with no storage limits.

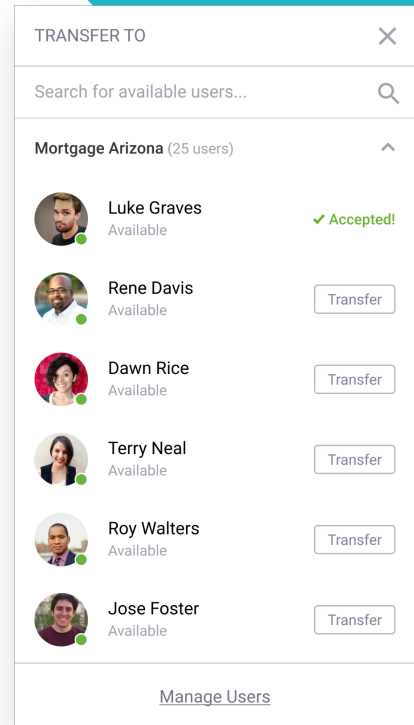
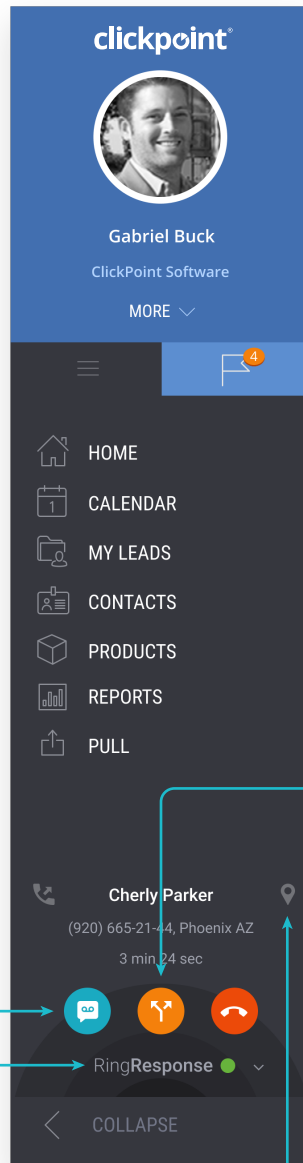
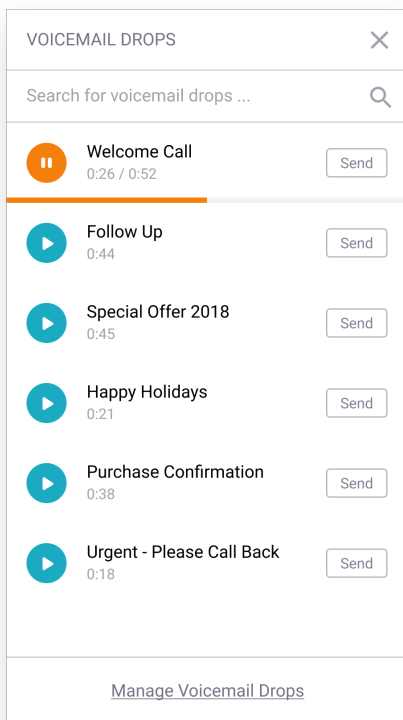


View Marketing Analytics for Marketing Channel, Lead Source, and Campaign origin.

User Features

Pre-Recorded Voice Mail

As salespeople are making outbound calls, they have an option for leaving a pre-recorded message once they get an answering machine. The feature makes dialing more efficient as salespeople can quickly move to the next lead without wasting time on messages.



Available / Unavailable

Users can make themselves unavailable to avoid receiving calls and notifications for a new call if they are busy.

Call Transfer

Users can transfer a live call to other team members inside of a queue or outside of queue if configured properly. View available agents, salespeople, and queues in real-time improving transfer rates.

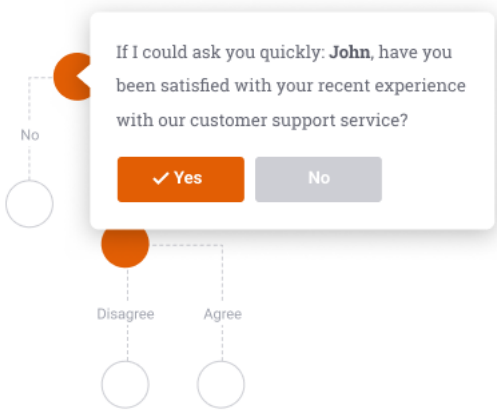
Local Presence

Local presence enables salespeople to dial leads using a bank of local area codes. Local presence improves call connection rates by up to 400%.

Pull Next Lead

Provide the salesperson with the next best lead based on a variety of preset criteria. RingResponse will then screen pop the lead information along with a sales script, notes, history, and other vital information to assist the salesperson with the call.

The screenshot displays the RingResponse software interface. On the left is a navigation sidebar with options like HOME, CALENDAR, MY LEADS, CONTACTS, PRODUCTS, REPORTS, and PULL. The main area shows a lead profile for Chery Parker, including contact information, location (Phoenix, AZ), marketing source (Facebook), and system status. Below this are sections for Fields (8/21), Notes (12), Emails (5), and History (123). The Fields section is expanded to show GENERAL, FINANCIAL, and INSURANCE details. On the right, there is a 'Set Disposition' button and a 'Script' section containing a pre-written sales script.

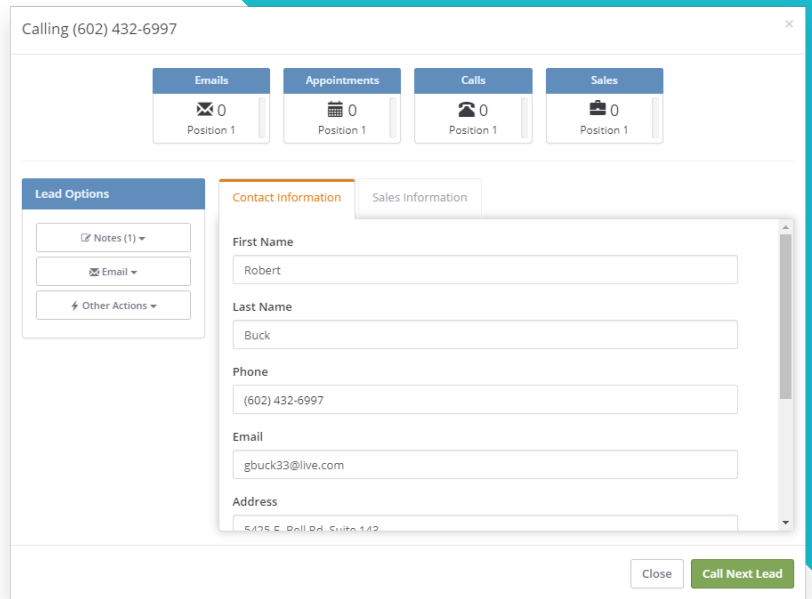


Dynamic Sales Script

Help junior salespeople quickly understand your sales process and enable them to make more calls with confidence.

Power Dial

Salespeople can select a list of prospects to dial sequentially, and RingResponse will efficiently move to the next call and dial the prospect.



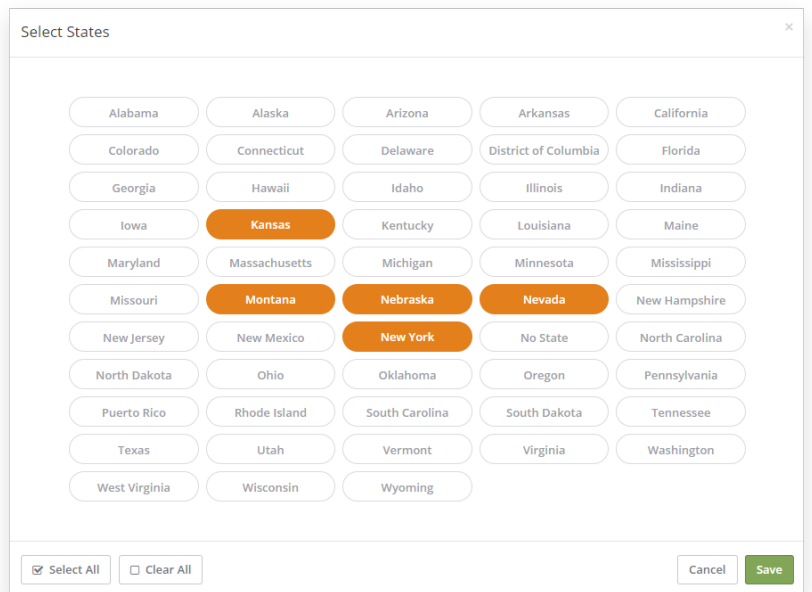
| | MARKETING C... | FIRST NAM... | LAST NAME ... | PHONE | TEXT... | CALL... | EMAIL... | PULL C... | COM... | STATUS |
|-------------------------------------|----------------|--------------|---------------|----------------|---------|---------|----------|-----------|--------|-----------------|
| <input type="checkbox"/> | Inbound Call | | | (870) 464-2520 | 0 | 0 | 0 | 0 | | New Opportunity |
| <input type="checkbox"/> | Inbound Call | | | (928) 223-9368 | 0 | 1 | 0 | 0 | | New Opportunity |
| <input type="checkbox"/> | Inbound Call | John | Brown | (480) 645-2778 | 0 | 0 | 0 | 0 | | New Opportunity |
| <input type="checkbox"/> | Inbound Call | Jason | Smith | (602) 432-6987 | 1 | 0 | 0 | 0 | | New Opportunity |
| <input type="checkbox"/> | Third Party | Joe | Smith | (602) 432-6991 | | | | | | Working Policy |
| <input type="checkbox"/> | Inbound Call | Ricky | Taver | (602) 432-5997 | | | | | | New Opportunity |
| <input checked="" type="checkbox"/> | My Website | Robert | Alvarez | (602) 432-6997 | 4 | 1 | 0 | 0 | | New Opportunity |
| <input type="checkbox"/> | Inbound Call | Brad | Buckner | (602) 422-9889 | 1 | 2 | 1 | 0 | | New Opportunity |
| <input type="checkbox"/> | Inbound Call | PATRICK | HATLE | (928) 779-0311 | 0 | 0 | 0 | 0 | | New Opportunity |
| <input type="checkbox"/> | Inbound Call | Kim | Weston | (928) 779-0311 | 0 | 0 | 0 | 0 | | Working Policy |
| <input type="checkbox"/> | Lead Sources | Christopher | Battle | (602) 132-6997 | 6 | 0 | 0 | 0 | | New Opportunity |
| <input type="checkbox"/> | Lead Sources | Sally | Barnes | (602) 422-6997 | 4 | 0 | 0 | 0 | | New Opportunity |
| <input type="checkbox"/> | Inbound Call | Maria | Lopez | (928) 783-2979 | 0 | 0 | 0 | 0 | | Contacted |
| <input type="checkbox"/> | My Website | Jennifer | Blackstone | (602) 132-6997 | 8 | 2 | 0 | 0 | | Working Policy |
| <input type="checkbox"/> | Lead List | Jennifer | Christopher | (602) 432-6293 | 7 | 4 | 0 | 0 | | Contacted |
| <input type="checkbox"/> | Inbound Call | Jim | Johnson | (602) 753-4441 | 0 | 1 | 0 | 0 | | New Opportunity |
| <input type="checkbox"/> | Inbound Call | Chris | Smith | (602) 432-3333 | 0 | 4 | 0 | 0 | | Working Policy |
| <input type="checkbox"/> | My Website | Gabe | Buck | (602) 432-6997 | 49 | 9 | 2 | 5 | | Contacted |

Click-to-Dial

Select any prospect in the ClickPoint Lead Manager and call with one click.

State Restrictions

Ensure your team makes calls to states in compliance with state calling hours.



Call Distribution

Shotgun

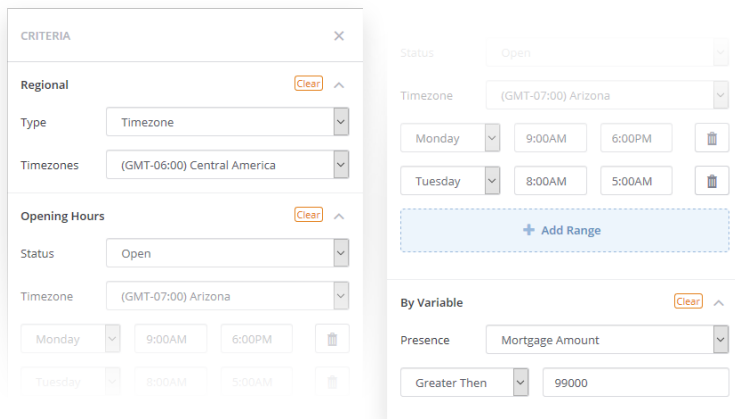
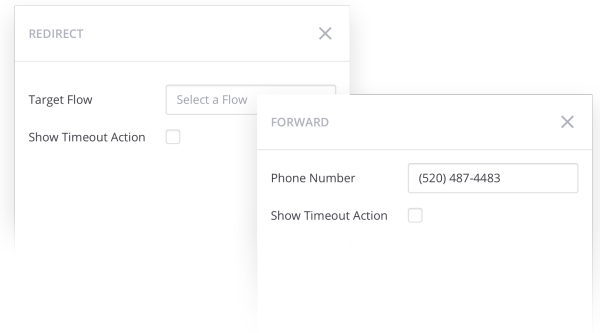
Notification of a new call delivers in real-time to team members in a queue. The first salesperson to answer the call will connect with the prospect.

Round Robin

A method of call routing that will look for available users in a queue and attempt to deliver calls sequentially.

Call Forwarding & Redirect

Call forwarding allows external call forwarding in the case where queues or team members are not immediately available.



Criteria

Criteria selections are useful for routing calls when users select keypress options. Other criteria options include: area code, state, and information gather by utilizing reverse 411 to determine the origin of the caller.

Texting

Template

Group
Message Template Examples

Owner
Joel Reynolds

Message

Hello, {FirstName}.

To stop receiving message please reply with – {cmd:STOP;END;UNSUBSCRIBE}

29 characters left

KEYWORD LOOKUP

| | | |
|-------------|---|---|
| UNSUBSCRIBE | Add the lead to the "Do Not Text" list | Insert |
| STOP | Add the lead to the "Do Not Text" list | Insert |
| CAR | Set Email Nurture Strategy - Car Insurance (Arizona - Initial) | <input type="text"/> <input type="text"/> <input type="text"/> Insert |
| HOME | Set Email Nurture Strategy - Home Insurance (Arizona - Initial) | <input type="text"/> <input type="text"/> <input type="text"/> Insert |

Add Keyword

Last updated Apr 23, 2017 by Gabe Buck

Text Message Library

Create text messages to be used by any team member with opt-out and compliance features. Send consent request before new messages are delivered and include opt-out on every text.

Send Message Template
✕

Group: Message Template Examples

Thank you for your purchase. We have received your payment for item #13201. Best Ways Shop.

Keep the kids happy this summer with free entry to the Paintball Centre throughout the whole of August. Call us back to book a date: 555-4545-777.

All your favourite books at your reach! Gottingham Bookstore is now mobile. Best deals for 3 days only, hurry up: m.bookstore.com. ✔

Trusted Bank reminds you of your appointment at 23 Newington Way on Monday, 13th of August at 10:00am. Your account manager is Timothy Jackson, phone 0748379393.

Deliver Manual or Nurture Messages

Manually deliver text messages or set a text message to be delivered as part of a lead nurture strategy.

Additional Information

Appointments

History

Call History

Text History

☰

There are two ways companies work with us. We can either help them find salespeople for a percentage of the base salary, or help them train new salespeople with our online, on-demand, virtual sales training programs that teach them how to take prospects from curious to client. Which one would you want to hear most about?

Outcoming - by Kevin Manley, 04/02/2018, 11:22 AM

Awesome. Can I ask you a few questions first?

Incoming - 04/02/2018, 11:15 AM

I'll tell you a bit more, and then if it makes sense, we'll set up an appointment before we get off our call today to go over it in more detail. Sound good?

Outcoming - by Kevin Manley, 04/02/2018, 11:12 AM

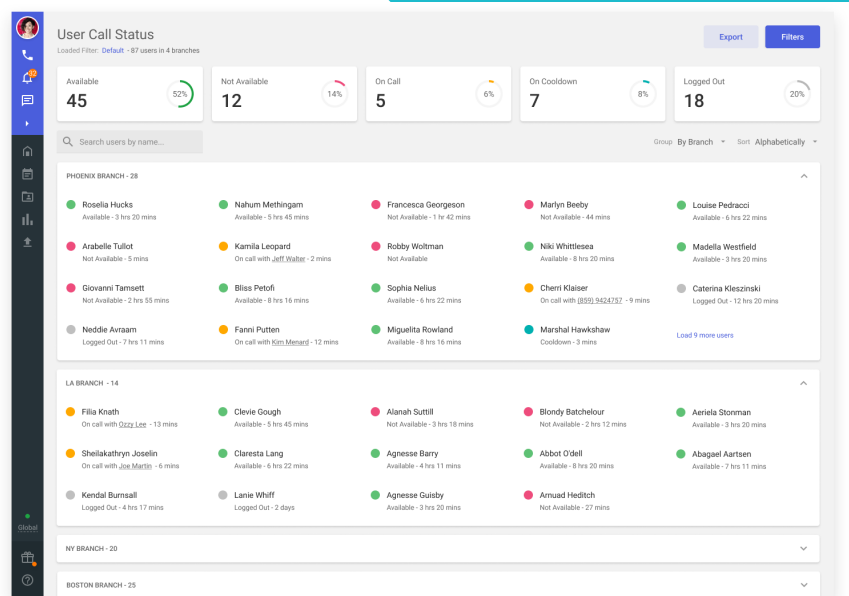
View Text Conversations

Track texting conversations as well as customer responses and view statistics in reporting.

Call Reports

There are many out of the box reports that help administrators understand how lead sources or salespeople are performing. Call reports provide insights into local and toll-free numbers used in marketing campaigns.

Track performance by the salesperson and by the numbers used in marketing campaigns. Track transferred calls, abandoned calls, call response time, and results from both inbound and outbound calls.



Integration

Nextiva

Nextiva is a Cloud Communication and business phone service provider. RingResponse is integrated so that outbound and inbound calls sync with the Nextiva application.

REST API

RingResponse features a self-documenting REST API found here: [REST API](#). The REST API makes it easy to make changes to lead and call data, as well as access data for third-party applications.

About ClickPoint Software

ClickPoint Software is committed to improving the lives of salespeople and their managers by creating sales software that enables sales teams to generate more revenue for themselves. ClickPoint is actively transforming sales organizations through the implementation of their products; ClickPoint Lead Manager, RingResponse, and LeadExec Lead Distribution. Not just a software company, ClickPoint employees embody a shared commitment to the success of every customer by providing Amazing support. From its headquarters in Scottsdale, Arizona ClickPoint has been empowering companies both large and small to dial more leads, sell faster and more efficiently, which leads to more revenue and commission.