



If you want
results, go
straight to
the Peak.

A Cloud Based Dialer & Voice
Messaging Platform

Various Dial Modes: Predictive,
Preview & Manual

Call Monitoring & Recording Suite

Real Time Agent Level Reporting

Administrator Dashboard

State & Federal Call
Compliance Modules

KEY FEATURES

Call Transfer

With GC1 Peak Dialer's Call Transfer feature, agents have the ability not only to introduce the call to the agent to whom the call is being transferred, drastically reducing dropped calls at transfer, but also to transfer calls to agents within or outside of their agent groups, and to individuals not currently logged into the dialer. All segments of the calls are recorded.

Call Escalation Utilizing Account Disposition Codes

Functionality allows clients to dial horizontally across multiple numbers within the same account. Utilizing account disposition codes, agencies can set dialing rules for call escalation based on these disposition codes.

Inbound & Outbound Call Blending

Using an automated call distributor (ACD), the dialer now allows clients to blend inbound and outbound calls into their call centers.

One-Click Leave Message Button

With the click of a button, an agent can leave the right message with the right voice on the recipient's answering device, freeing the agent up to take another call.

Call Recording Search and Retrieval Mode

GC1's User Interface allows for quality assurance, managers or other agency personnel to efficiently search for call recordings based on agent, time of day, broadcast, message type, and other criteria.

Reach for performance.

Reach for productivity.

Reach for profit.

**Reach for results with
the GC1 Peak Dialer.**

GLOBAL CONNECT

888-421-4151 gc1.com

PCI Compliant

