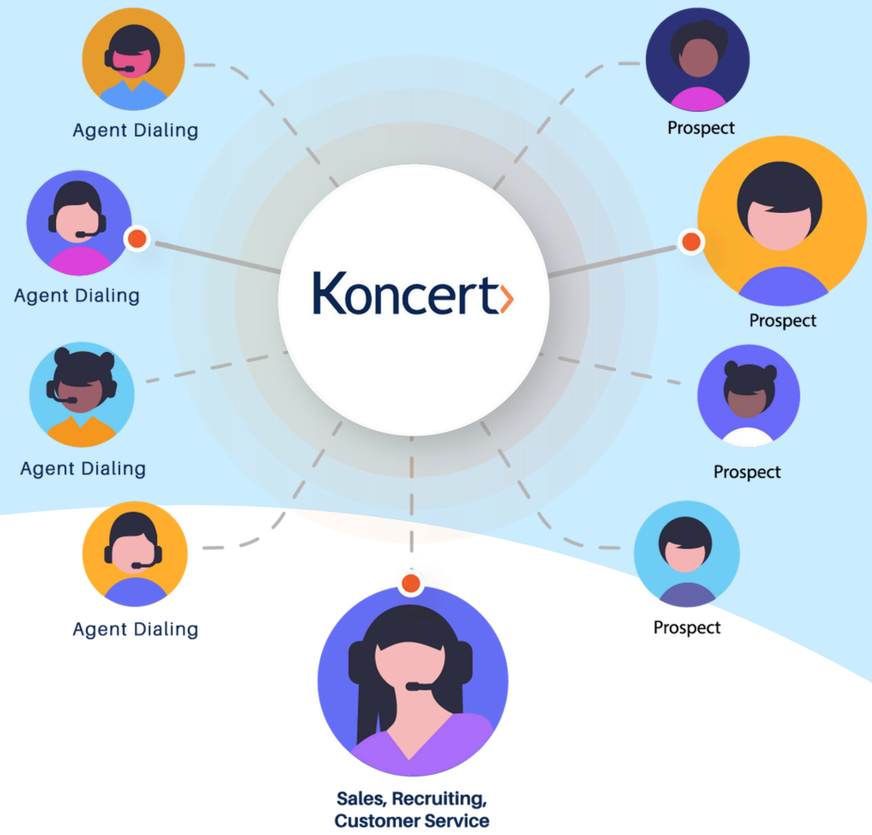
Agent-Assisted Dialer



A Crucial Part of An Overall Sales Engagement Strategy
Koncert Agent-Assisted Dialer is designed for enterprise clients who want full assurance of human judgment backing up their sales engagement dialing functionality. Designed for business development, prospecting, and inside sales.

Functionality

List-Based Dialing
Our dialing agents handle the voice mail systems, negotiate with gatekeepers, and connect the calls to you without any direct contact with your prospect.

Human Judgment
Your prospects do not speak to the agents who monitor Agent-Assisted Dialer. The agents work behind the scenes to pass through IVR trees, gatekeepers and voicemail.

Bi-Directional CRM Integration
Bi-directional, automatic sync with Salesforce and other leading CRMs keeps data fresh, ensures accuracy, and saves time. Sales reps don't have to remember the details.

Full Dialing Visibility
Select or deselect records, make notes, and view CRM records. If a rep decides to remove some numbers from an active list for calling later, deselection is a simple click per number

Best-in-Class Real-Time Analytics and Reports
Several pre-packaged reports and dashboards based on years of experience. Easy customizing. No competitor comes close to Koncert in the variety and depth of data provided. Reports can be viewed live or exported via CSV files.

Out of the Box CRM Integration
Native Integration with Salesforce and HubSpot. Available on HubSpot Marketplace. Plug-and Play: Reps never have to leave the CRM to use Koncert dialers. Koncert will be a tab within the CRM, with instant access

Remote Salesfloor
Remote Salesfloor is a unique feature designed to bring the traditional salesfloor workspace experience into the virtual realm, allowing your sales team to collaborate, connect, coach and engage like never before, all within a virtual environment.

Remote Coach is an audio only sales collaboration tool. Managers can monitor ongoing calls, and using Whisper Mode, can even coach the sales rep during the phone call without the prospect hearing.

Dialing Solutions For:
- B2B Inside Sales Representatives
- Business Development Representatives (BDR, SDR teams)
- Lead Qualification Representatives
- Full Cycle Sales Representatives

Productivity
- Improve Sales Productivity Up to 800%!
- A day's worth of dials in just one hour!
- B2B outbound call to pickup rate is 35 1. Using parallel dialing, call 150+ numbers per hour, to average 4+ answered calls.

Dialing Characteristics
Seamless switch from Agent to Sales Rep. Prospect will only hear the sales rep on the phone, with no clicks or pauses on the line.

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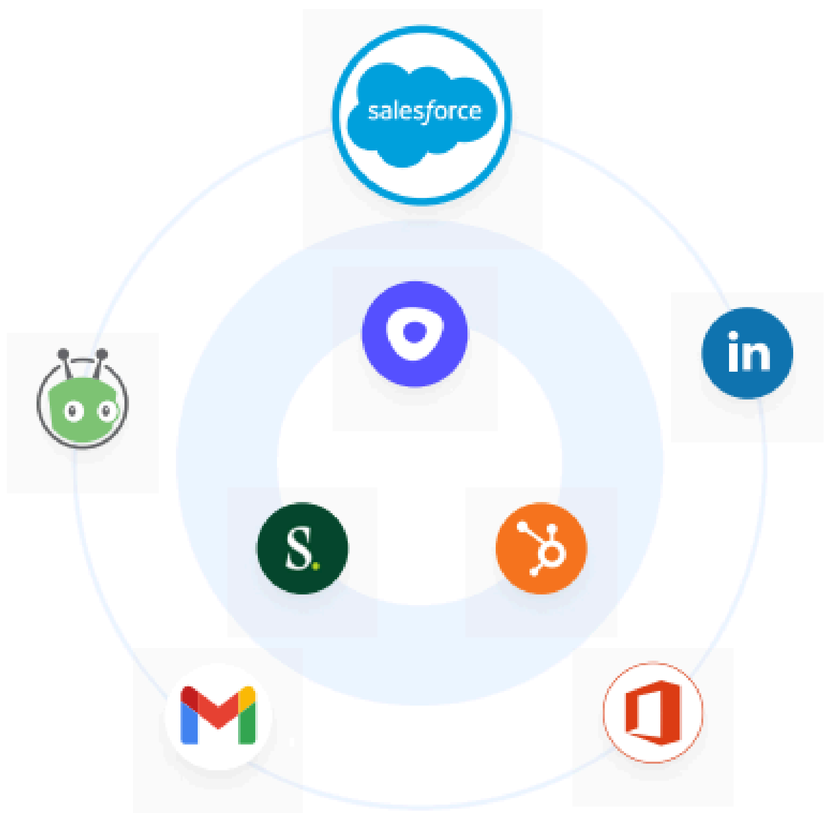
Agent-Assisted Dialer

SaaS Subscription Model

Flexible pricing includes automatic upgrades, CRM integration, customer success and technical support.



Ready to get started?

Request Demo

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