

# Prosodie Interactive Cloud Routing

*Elevate your business*



Take back control and eliminate the guesswork in campaign management. With Prosodie Interactive's cloud routing solution you can demand precise real-time reports that increase your efficiency, and gives you the tools to make educated decisions. The embedded reports within our call routing solution allows your company to reallocate calls to the best performing contact centers in real-time to ensure your campaign is successful.

Our cloud routing technology offers an array of solutions providing an edge over the competition for any company with high traffic volume routed between multiple contact centers. Prosodie Interactive's cloud routing features a comprehensive call routing platform, eliminating the problems that come with allocating calls to multiple call centers. Your company can also report and track key performance metrics across all campaign aspects including media data, call center results, fulfillment information, and customer service data. Reports are consolidated in an easy to use online dashboard that simplifies the complexity of managing the various components that are key to the success of your campaign.

As an industry leading technology services provider with nearly 25 years of hands on experience, Prosodie Interactive consistently delivers state-of-the-art solutions. With detailed reports and exact results, Prosodie Interactive provides a unique and cost effective way to increase your campaign efficiency and overall profitability.



*Contact us today!*

Toll Free: 866.776.7634

[www.prosodieinteractive.com](http://www.prosodieinteractive.com)

## *Highlights*

- Allocate traffic easily to multiple contact centers with efficient, streamlined & accurate scheduling
- Listen in & record calls across all contact centers
- Measure campaign results quickly & precisely
- Consolidate data from all aspects of your campaign media, call center results, fulfillment & customer service
- Seamless campaign management
- Increase overall efficiency & profitability
- Decrease call abandonment

## *Features*

- Ability to make immediate changes & modifications to call allocations
- Export unique media schedules to individual call centers
- Track, report & consolidate key performance metrics from different call centers or sources
- Online access to reporting that gives full insight into the results of your campaign
- Full evaluation of call center & media data by airing, improving media decisions
- Integrates back end fulfillment data, giving the ability to evaluate the overall profitability of the campaign
- Cloud level hold messages with Customer Service option



## *Where life & technology intersect*

A direct response marketing company that specializes in Nutraceuticals advertises through radio, print and long and short form television. They experience a high call volume with sporadic spikes on a daily basis and need a call routing solution that has virtually no down time and a stable network to handle all call flow. Utilizing our cloud routing technology allows them to work in real-time accessing information quickly with security and scalability.

