Yodel's technology team has been involved in designing and building numerous dialers, voice broadcasting and CRM technologies. These experts drew on the combined mind share of decades of experience to create a fully innovative controlled technology that is a completely integrated Dialer, Avatar and CRM technology. Businesses can upgrade and transform their current model into the Yodel Technologies Software System, offering more control, more visible data and superior results But Yodel Voice is more than just a technology company. They also have a deep background in marketing products and strive to understand all verticals and industries. Their long history of personal engagement enables them to contribute to every phase of a campaign for their clients. Dallin Bird, Yodel's VP of Global Sales, offered details on their knowledge and capabilities.

How does your team's broad experience in marketing as well as technology enable you to build a more comprehensive and integrated call center solution?

Our founders and team have built and managed call centers as well as developed cutting edge technology that is changing the way call centers run campaigns. We focus on strategies that develop efficient dial and agent models and then aggressively leverage our marketing to drive traction for Yodel's Solutions.

Why is seeing real data in real time so important to the success of a campaign?

Immediate feedback allows for real time adjustments that will allow for optimal efficiencies and results. We work in a fast paced and competitive world, which needs constant improvement and the ability to constantly optimize our decisions.

In what ways does your solution enable businesses to gain more control, have access to more usable data and achieve better results?

With Yodel's Avatar you are always in control, have immediate reporting and the ability to adjust on the fly to have the best results with the least amount of ramp up time. Tour cost-efficient Avatar solutions are revolutionizing the way Call centers have the ability to start new campaigns, on-load and off-load agents and stay compliant out of the gate.

What differentiates your solutions from others in the call center space?

Yodel's Avatar and agent solutions are built and managed by Call Center experts, who know how to maximize agent efficiency and campaign results. We have the unique capability to help manage the entire process from scripting, to training, compliance and more to help ensure immediate success. We also monitor and provide professional campaign management throughout the entire program length. With our 1-to-1 ratio, we ensure the highest quality and effectiveness on each call for maximum performance.