

# Dial More Profitably With Convoso

## How Convoso Outperforms VanillaSoft®

DISCLAIMER: This analysis is Convoso's interpretation of publicly available data



### Convoso's Powerful Dialer Delivers Higher Contact Rates

In head-to-head tests, Convoso consistently delivers substantially higher contact rates than VanillaSoft.

#### CRM

Convoso offers a built-in CRM that works seamlessly with the dialer and allows leads to be managed efficiently in a single solution.

#### Speed to Lead

Build dialing cadences with Convoso's workflow dialing tool that prioritize newer leads over older leads. Dialing newer leads quicker and more often drives higher contact and conversion rates.

#### Lead Source Prioritization

Determine which lead sources are delivering better results and prioritize dialing leads from those sources within Convoso's campaign management tool.

#### List Management

Convoso offers superior tools for dialing administrators to test new strategies and campaigns to drive better results.

### Convoso ClearCallerID™ Improves Contact Rates

Improve contact rates by strengthening your caller ID reputation management, and quickly address calls flagged as spam before they impact ROI. VanillaSoft relies on a third party solution that lacks many of the capabilities Convoso offers to help stay ahead of Scam Likely.

#### Identity Registration

Registering phone numbers with the major carriers significantly decreases the likelihood of Scam Likely. ClearCallerID customers have all of their numbers registered by our staff.

#### DID Health Monitoring

The ClearCallerID dashboard allows you to see if any of your numbers are flagged by the major carriers and the FTC.

#### Address Flagged Numbers

Your Convoso CSM will help you remove flags and determine when to replace flagged numbers.

#### Dial Smarter

Avoid recognizable patterns that carriers identify and use to determine when to flag or block phone numbers.

# Convoso Helps Managers and Agents Work More Efficiently

Convoso increases efficiencies for agents and managers in the contact center, helping to shorten onboarding time and reduce turnover. Customers who have switched from VanillaSoft have described a more intuitive user experience and significantly improved productivity.



## Agent Coaching

Managers can monitor live calls and provide coaching in real-time with Convoso's listen-and-whisper feature. By tracking agent performance throughout the day, they can provide additional feedback.



## Superior Reporting

Convoso offers a variety of highly customizable reports specifically designed for outbound sales teams, with in depth real time and historical data.



## Real-time Dashboards

Keep an eye on KPIs throughout the day with Convoso's completely customizable dashboards.



## Automation

Streamline processes and free up time for your dialing administrators to focus on getting the most out of leads and planning strategic initiatives with Convoso's intuitive automation capabilities.



## Convoso Offers White Glove Customer Service

From onboarding to training and ongoing support, Convoso's knowledgeable support staff are committed to helping drive success for your business. All new accounts will have an onboarding team that takes the time to make sure your Convoso system is configured to drive the results you are looking for. Each customer has a dedicated Customer Success Manager to provide support and guidance on an ongoing basis. If any issues do arise, Convoso's helpdesk is staffed with a highly-trained team to get you back on track fast.

# convoso

The outbound dialer that outperforms

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