



**MaxContact**



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**WEBINAR**

***"MaxHax"***

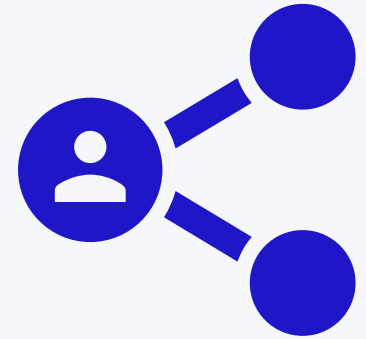
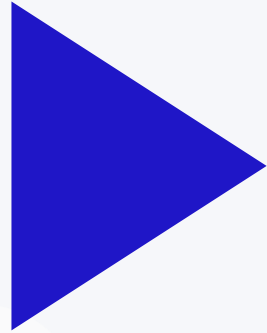
Unlocking the full potential of MaxContact.

Don't miss this opportunity to MAXimise your sales and collections strategies with tools, techniques and new features in MaxContact.





# House- Keeping





# Best Practices for high-volume outbound campaigns.

List management

Dialling modes and pacing

Script optimisation

Agent coaching & performance

Testing & optimisation



# Strategies for Efficient Call Routing

Intelligent call routing

IVR optimisation

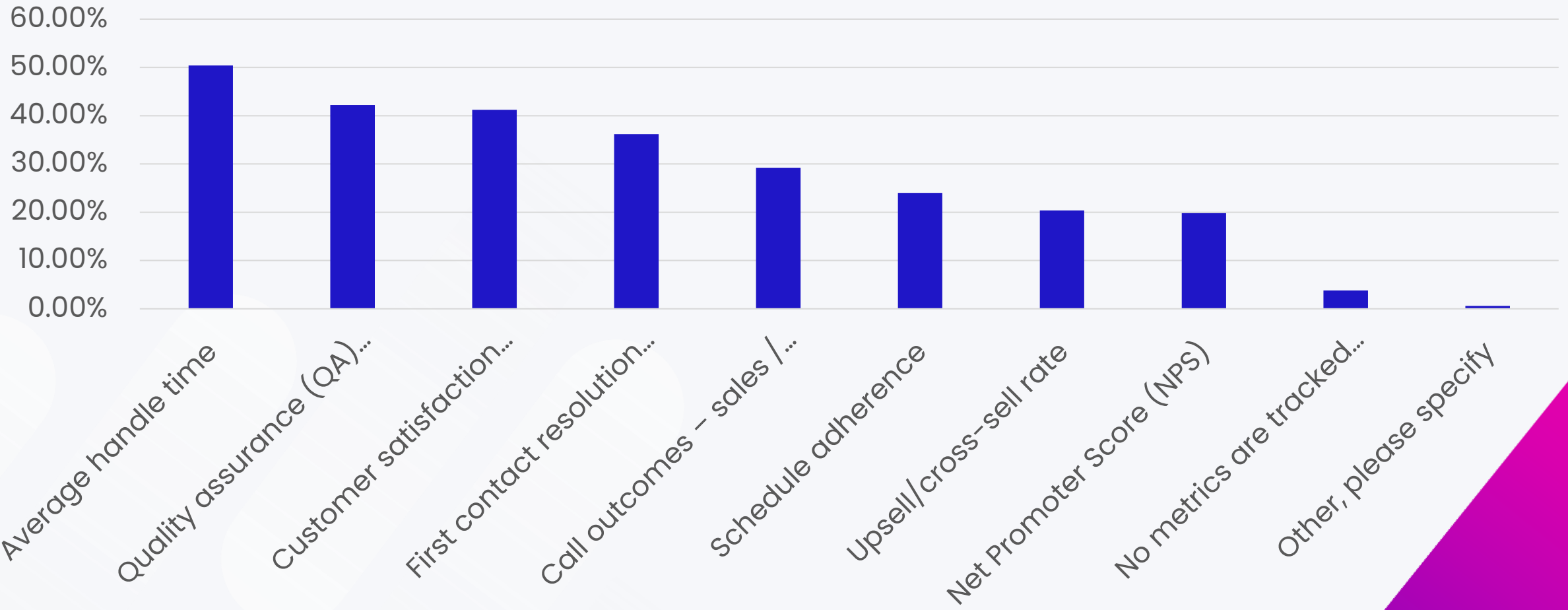
Queue management

Call handling efficiency

Performance monitoring & optimisation



## MaxContact Benchmark 2024: Performance Indicators





# MaxContact

**MaxContact is the best cloud contact centre platform for delivering conversation outcomes and customer insights to generate more revenue – compliantly.**

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