



Increase Right Party Contacts by up to 300%.  
Easily penetrate 20,000 accounts in two hours.

TCN has led Software as a Service (SaaS) call centre technology since 1999 by offering SIP based on-demand Virtual Call Center Tools, Predictive Dialling, and Interactive Voice Messaging (IVM) solutions.

With TCN's voice technology, you can:

- Turn your collectors into inbound agents taking pre-qualified right party calls,
- Let a machine leave an upbeat recorded message on answering machines to free your collectors' time,
- Transfer data seamlessly via secure ftp or other methods, and
- Integrate with your collections software or predictive dialer to push pop-ups and simplify account updating.

[Do it all with no capital costs, no hardware or software, and no start-up fees.](#)

Today's credit managers need to do more with less. By using TCN's cloud-based predictive dialling tools and services, you can leverage the most sophisticated outbound and inbound calling technologies available, while maximising available resources and ROI, all without massive capital outlay or new staff.

[Forget about paying upfront for hardware diallers that are expensive to buy, expensive to operate and expensive to upgrade.](#)

The TCN solution is a complete dialer replacement with full outbound, inbound, and blended functionality requiring no hardware, no monthly minimums, and no maintenance fees. Being cloud based, TCN replaces all that complex and messy hardware with simple and elegant software. The cloud model gives you tomorrow's technology today.

TCN's award winning Platform 3.0 (P3) is a multi-tenant intuitive Interactive Voice Communication platform that has been revolutionary for contact centres in need of dialling and IVR solutions.

[See how TCN's cloud dialler compares to hosted and premise dialler systems on page 8.](#)



The TCN cloud-based dialer model gives you tomorrow's technology today.

	<b>CREDITSOFT cloud dialer</b>	<b>hosted hardware dialer</b>	<b>premise hardware dialer</b>
<b>CAPITAL</b>	No Start-Up or Capital Costs	Start-Up or Capital Costs	Start-Up or Capital Costs
<b>DISASTER RECOVERY</b>	True SAS on fault redundant servers	Individual hardware failures mean downtime	Individual hardware failures mean downtime
<b>CAPACITY</b>	No capacity restrictions	Capacity restrictions	Capacity restrictions
<b>UPGRADES</b>	Automatic free system updates included	Paid software and hardware upgrades	Paid software and hardware upgrades
<b>IT STAFF</b>	No extra IT staff required	No extra IT staff required	Extra IT staff required
<b>SUPPORT</b>	24/7 customer service	Limited	Limited