



Don't know how to manage your phone campaigns?

Is organizing and monitoring outbound calls becoming an increasingly complex and time-consuming task?

Is managing them manually particularly exhausting?

Are you looking for a more efficient way to reach your customers and measure the results of your campaigns?

Optimize your outbound campaigns with Kalliope

The Kalliope Outbound module allows you to plan, manage, and monitor your **outbound phone campaigns** effectively. Whether it's loyalty initiatives, promotions, or market surveys, Kalliope Outbound provides the tools to help you achieve your **goals** precisely and efficiently.

Through an intuitive interface, you can create targeted campaigns and monitor call progress in real time. The module offers advanced calling modes to optimize operational efficiency and enable you to choose the strategy that best suits your campaign's needs.

Reach your potential customers

With Kalliope Outbound you can:

- Create and manage campaigns in a simplified way
- Quickly import your targets via Excel file or API
- Set up automatic call scheduling
- Monitor your campaign performance in real time
- View detailed dashboards and analyze intuitive charts



CAMPAGNA TARGET

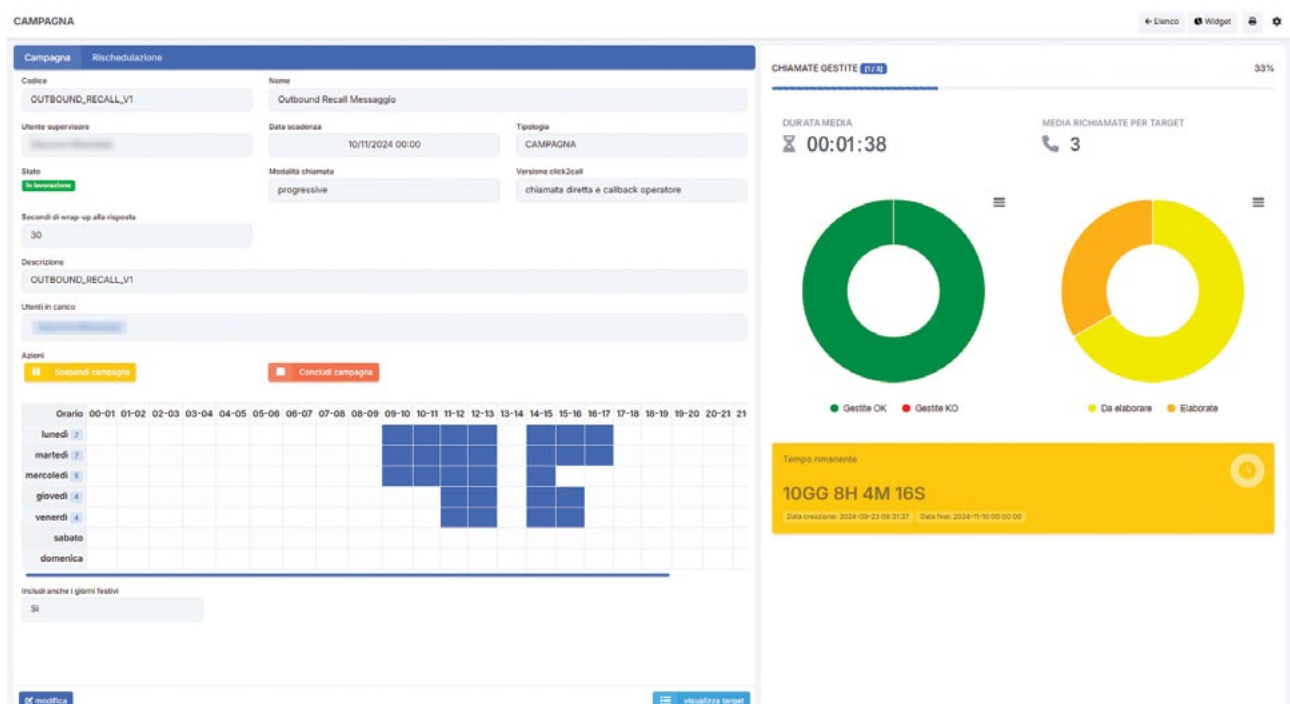
← Campagna 🔍 Ricerca 📊 Statistiche 🗄️ + target ⚙️

GESTITI		NON GESTITI		GESTITI CON RISPOSTA		GESTITI SENZA RISPOSTA	
🟢 21 %		🔴 79 %		🟢 100 %		🟡 0 %	

☐ ragione sociale	numero	cognome	nome	gestito	case code	codice cliente	descrizione	utente in carico	codice campagna	data chiamata	unique id	tempo di conversazione	stato	dat:
☐ MARIO ROSSI	3470000000			●		1812	CAMPAGNA OUTBOUND		24/07/2024 15:36:09	1721828169.448677	00:00:00		UNAVAILABLE	24/07
☐ ALDO BAGLIO	3470000009			●		9712	CAMPAGNA OUTBOUND		22/07/2024 15:56:09	1721656569.424833	00:00:04		OK	
☐ GIOVANNI STORTI	3470000011			●		63813	CAMPAGNA OUTBOUND				00:00:00			
☐ GIACOMO PORETTI	3470000022			●		30509	CAMPAGNA OUTBOUND				00:00:00			
☐ LUCA VERDI	3470000005			●		8540	CAMPAGNA OUTBOUND		19/07/2024 15:41:05	1721396465.410751	00:02:01		OK	
☐ CATALDO BRAMBILLA	3470000009			●		42990	CAMPAGNA OUTBOUND				00:00:00			
☐ DAVIDE AZZURRO	3470000002			●		50569	CAMPAGNA OUTBOUND				00:00:00			
☐ LEONARDO MARRONE	3470000006			●		28366	CAMPAGNA OUTBOUND				00:00:00			
☐ LUIGI GIALLI	3470000007			●		63519	CAMPAGNA OUTBOUND		11/07/2024 15:40:08	1720705208.344804	00:00:28		OK	
☐ CRISTIANO NERI	3470000004			●		23164	CAMPAGNA OUTBOUND		24/07/2024 15:37:29	1721828249.446712	00:00:04		OK	
☐ AMEDEO SRL	3470000003			●		26332	CAMPAGNA OUTBOUND				00:00:00			

Target

Identify the targets, which represent the end customers of the campaign, namely the numbers that will be called. To create a target, you can proceed manually, by importing an Excel file, or via API.



Campaign View

Identify the targets, which represent the end customers of the campaign, namely the numbers that will be called. To create a target, you can proceed manually, by importing an Excel file, or via API.

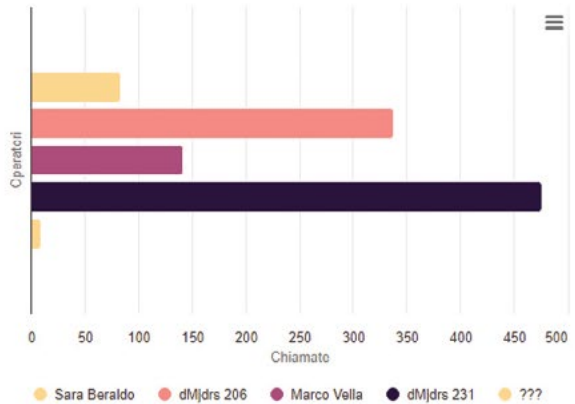
An overall view provides a detailed summary of the fields entered during the creation phase of each campaign, along with a brief report offering an analysis of current performance.



● Gestite OK ● Gestite KO



● Gestite ● Non gestite



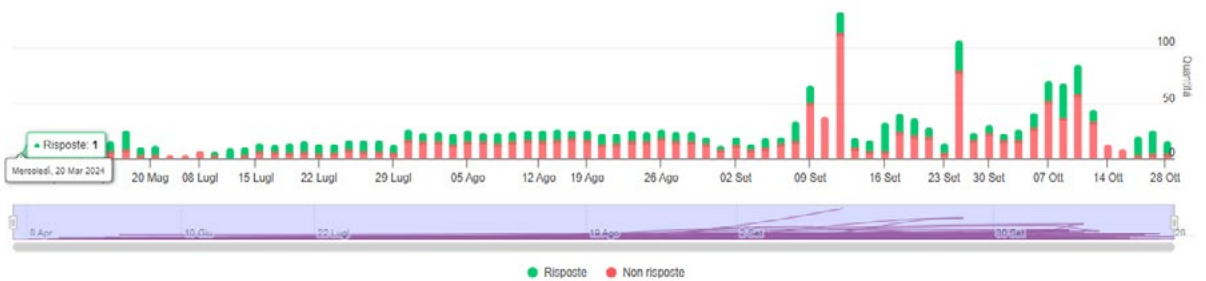
STATISTICHE PER OPERATORE

[ESPORTA EXCEL](#)

OPERATORE	TOTALE				RISPOSTE		NON RISPOSTE
	quantità	perc	durata	durata con wrap-up	quantità	media tempo conversazione	quantità
Mario Rossi	80	7.8%	01:52:17	06:42:17	58		22
Luca Verdi	335	32.5%	08:56:57	1gg 04:46:57	238	05:45:34	97
Marco Gialli	138	13.4%	01:22:13	07:37:13	75		63

CHIAMATE PER DATA SUDDIVISI PER STATO

Periodo: Ieri 1m 3m 6m 1a **Tutto**



OUTBOUND_RECALL_V1

76 / 92

83% GESTITE

[Visualizza](#)



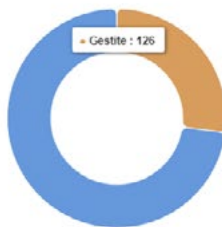
● Gestite ● Non gestite

OUTBOUND_FIRSTCALL

128 / 465

27% GESTITE

[Visualizza](#)



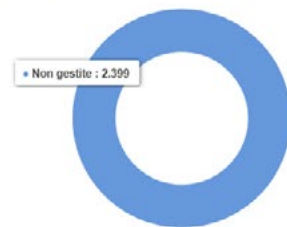
● Gestite ● Non gestite

CAMPAGNA_NEW

0 / 2399

0% GESTITE

[Visualizza](#)



● Gestite ● Non gestite

Campaign summary

This section provides an overall overview of the progress of the various campaigns, showing both operator statistics and the breakdown by management status.

 **SILVIO ROSSINI**

 **+39103**
Operatore 13-a

 **SILVIO ROSSINI**
Ragione Sociale: SILVIO ROSSINI

51215
Codice cliente

SRS1215
Case Code

-
Cust. Code

2
Numero chiamate

CAMPAGNA - DEMO
Campagna

2029-03-31 00:00:00
Data Scadenza

Chiamate della campagna tra le ultime 6

start_datetime	called	caller	status	campagna
2024-08-30 16:22:58	231		OK	CAMPAGNA - DEMO
2024-08-30 15:21:22	231		NOANSWER	CAMPAGNA - DEMO

Riprogramma chiamata

Data richiamata

Numero

Aggancia ad un ticket tra gli ultimi 4

Aggancia ad un contratto tra gli ultimi 4

Data inizio *

30/10/2024 16:00

Tipologia *

assistenza

Priorita *

priorita 3

salva

salva ed invia email

salva e crea ticket collegato

Trace-Out

It is possible to schedule or reschedule a call for a specific campaign based on the specified preferences. In particular, a call can be rescheduled by selecting a date and a number, and you can view the frequency of calls made to a customer and their status. Through the Trace interface, the operator can identify the information needed to optimize the conversation with the campaign's customer.