



SAFE SELECT

Compliant, Capable Connections

Connect with more customers in less time — while remaining compliant.



Developed for customers who need powerful and compliant capable functionality and performance, Safe Select from Customer Dynamics is a high-performance, user-friendly cloud-based solution that efficiently scales TCPA and state compliant dialing campaigns—whether you're dealing with thousands or millions of records.

Simple, Safe and Speedy

Using human sequence selection, Safe Select simplifies and expedites the execution of campaigns and outbound calls in a compliance capable process—giving you more options and flexibility.

Safe Select can typically be implemented in one week or less. Safe Select meets Florida and Oklahoma newly implemented requirements. Future proof your outbound compliance needs by jurisdiction.

Benefits at a Glance

- Utilizes human sequence selection approval to meet TCPA and newly implemented state compliance requirements.
- Enhanced reporting on dialing campaign performance.
- Prioritizes records in real-time for human sequence selection.
- Offers time zone bounding and elapsed time between calls.
- Can function as "lite" CRM.
- Obtains customer payments using integrated C3 Payment function (PCI/DSS Level 1 compliant).

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SAFE SELECT

Basic and Advanced Features

Customers can leverage these **Safe Select** features and functionality in an Omni-Channel environment

Basic Features

CALL COMPLIANT CAPABLE

Designed for TCPA and newly implemented state compliant capable calls and texts that require more functionality and performance using human sequence selection approval.

CONTACTS

Functions as CRM, managing millions of imported records and supports multiple sources.

CUSTOMIZABLE DASHBOARDS

View real-time and historical performance of campaigns. Allows compliance goal measurement.

CAMPAIGNS

Optimize campaigns—use multi-segment campaigns to deliver contact numbers for human sequence selection with controlled ratios. Omni-channel capability.

PROFILES

Establish a collection of dialing profiles to apply to campaigns.

HISTORY

Creates a robust activity history log and full audit trail by recording every dial attempt.

SEGMENTS

Build Segments from contact records by defining easy-to-use rules and criteria.

Advanced Features

SCREEN POP

Streamline operations using screen pop functionality from internal or external CRM systems.

LIVE UPDATES

Supports CRUD operations to segments. Updates to retry settings while Campaigns are running.

RATIO BLENDING

Blend initial and retry calls to improve campaign performance.

CUSTOM RETRY

Schedule the interval and frequency of retries to improve conversion rates while adhering to industry limits.

CALL TO ACTION

Increase your customer satisfaction and contact effectiveness with the imbedded call-to-action workflow engine.

C3 PAYMENT

Sends a secure click-to-pay weblink and collects payment through SMS or email. PCI-DSS compliant.



Customer Dynamics has helped hundreds of customers, from small business to enterprise, deploy and integrate world-class contact center solutions by utilizing innovative software and services.

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