Performance Dashboard

CLI Performance

CLI Success Rate - Hourly

0872100541 0872100542 0872100543 0872100544 0872100545

CLI Statistics					
		Cancelled		No Answer	
	Success	11	5	10	
	32	7	15	0	
	42	9	0	30	
Attempts	53	72	0		
CLI	52	25	27		
0872100541	86	44			
0872100542	30	215			
0872100543	47				
0872100544	268				
0872100545					
Total					

Success Rate
60.37%
80.76%
83.72%
83.33%
93.61%
80.36%

Busy   Failed

BullTech

CLI Manager

CLI Manager Process

Collect Data

Analyse Performance

Enhance Results

Manage CLIs

What Is the CLI Manager?

A CLI manager gives businesses the ability to analyse CLI metrics and manage them in response to data-driven analytics. The default behaviour is to randomise all your business's CLIs and automatically generate relevant statistics based on customer responses.

Once CLI Manager has collected sufficient data for analytical purposes, it becomes a powerful business tool, ensuring better CLI performance and equipping businesses with a tool that saves valuable time and contact centre resources.

Managing CLIs with the provided data statistics allows businesses to manage their CLIs in real time. This puts the power in your hands.

Our CLI randomiser enhances outbound call productivity by enabling higher Answer Success Rates (ASR) on outbound calls and calling campaigns.

BullTech's CLI manager is vendor agnostic and integrates with any SIP-enabled calling system, such as PABX, contact centre and UC solutions.

Why Use the CLI Manager?

The CLI manager provides detailed metrics regarding current number allocation success rates. This gives your business the flexibility to fine-tune your outbound calling requirements according to your specific needs.

This, in turn, provides higher success rates on answered calls and gives a certain capability to bypass allocated numbers that are flagged as spam.

The ability to automatically pick up and use successful CLIs enables your business to get better results on outbound calls.

Intelligent CLI Management Features

The CLI Manager uses advanced algorithms for enhanced calls. Making use of its cutting-edge algorithms, various powerful features are unlocked.

VIP List

Using the VIP List feature, you can improve management of your top customers. The feature ensures that your best customers will automatically be phoned using your premium CLIs, ensuring they are familiar with your business number.

Regional CLI Manipulation

This feature allows the manipulation of CLIs to match the region dialled. For instance, Johannesburg-to-Johannesburg or Durban-to-Durban calls. When the caller's region number matches that of the receiver's, answer rates are greatly improved.

VIP Fallback

The VIP Fallback feature aims to improve the likelihood of answered calls to specific recipients. If calls to a given recipient go unanswered for a set number of times, the next call will automatically originate to a premium, high performing CLI.

Override CLI Randomiser

This feature allows you to use your top performing numbers and override the randomiser. Metrics will be collected for the day/month/week/holiday, but you maintain full control of which numbers to use at any given time.

CLI Manager Dashboard

Consolidated graph depicting the top CLI performance statistics and their relevant answer success rates.
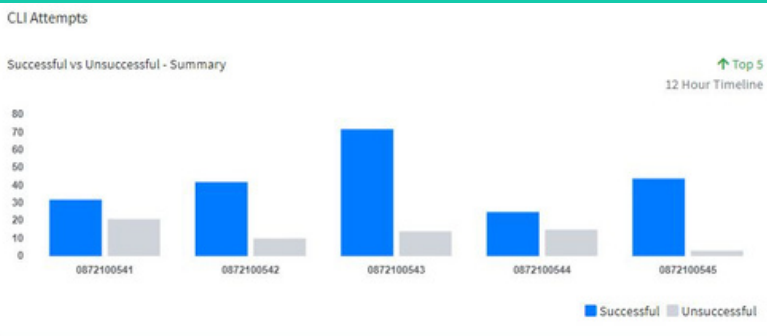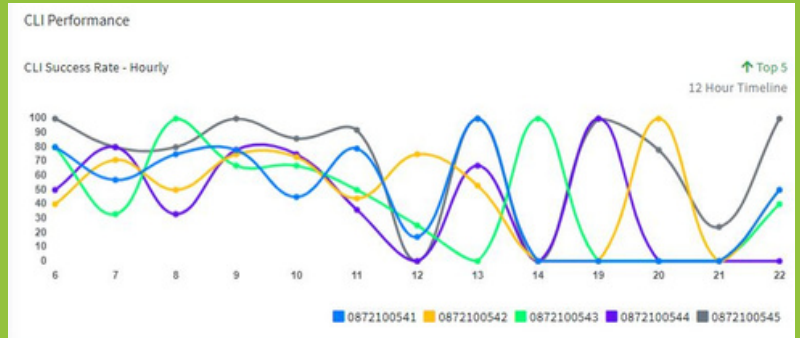
CLI Performance

CLI Success Rate - Hourly

↑ Top 5
12 Hour Timeline

■ 0872100541 ■ 0872100542 ■ 0872100543 ■ 0872100544 ■ 0872100545

CLI Attempts

Successful vs Unsuccessful - Summary

↑ Top 5
12 Hour Timeline

■ Successful ■ Unsuccessful

Chart depicting total amount of calls per CLI showing the successful versus non-successful calls.

Detailed breakdown of all the CLI call statuses.

CLI Statistics

CLI	Attempts	Success	Cancelled	No Answer	Busy	Failed	Success Rate
0872100541	53	32	11	10	0	0	60.37%
0872100542	52	42	7	0	3	0	80.76%
0872100543	86	72	9	5	0	0	83.72%
0872100544	30	25	0	15	0	0	83.33%
0872100545	47	44	0	0	3	0	93.61%
Total	268	215	27	30	6	0	80.36%

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No Bull! Just Tech.