

# Velocify Dial-IQ

Dialing technology built for loan officers.

Better conversations, happier customers and faster conversions.

Velocify Dial-IQ™ by ICE Mortgage Technology helps loan officers drive sales faster, have conversations that help move loans forward to close and deliver a better borrower experience. Velocify's sales automation technology, combined with enterprise-grade dialing platform ensures that loan officers make more calls and focus on the right prospects at the right time, while delivering exceptional customer service.

## Reliability

Phone outages severely disrupt sales teams' ability to prospect, follow-up, and sell. Velocify Dial-IQ has an industry-leading uptime rate and delivers the call quality, speed, and reliability that high-velocity sales teams expect.

## Productivity

Manual dialing, low connect rates, and lack of focus hinder your sales team's productivity. Velocify Dial-IQ has all the inbound and outbound features you need to streamline dialing, increase connect rates, and ensure reps are focused on the most important sales activities.

## Control

Without visibility into sales rep activity, sales leaders cannot enforce the optimal contact strategy. Velocify Dial-IQ clears the path by providing visibility into rep activity while connecting the dots to sales performance data, which provides a holistic view of end-to-end sales effectiveness.

## Flexibility

Changing phone systems is a hassle. Velocify Dial-IQ fits perfectly with existing phone systems so sales teams can enjoy the benefits of a robust sales dialer without having to replace hardware or lose any existing phone features.

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## Benefits

- Grow revenue
- Increase conversion rates
- Reduce time to close
- Increase sales productivity
- Deliver a better borrower experience

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## Contact us at

[sales-mortgagetech@ice.com](mailto:sales-mortgagetech@ice.com)  
or 800.291.4238 to learn more.

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## Features

### Outbound

- **Click-to-Call**  
Save time by calling prospects with the click of a button
- **Local Caller ID**  
Increase the odds of connecting by 42% by matching a local area code on outbound calls
- **Inbound/Outbound Blending**  
Enable reps to make more outbound calls without the fear of missing out on valuable inbound calls
- **Pre-Recorded Voicemails**  
Move on to the next call while Dial-IQ leaves pre-recorded voicemails
- **Power Dialing**  
Power through call lists with a convenient “Next Call” button that dials the next number on the list
- **Call Recording**  
Record calls for training, quality management, and compliance
- **Persistent Dialing**  
Don’t waste time re-establishing a connection to the phone system; stay connected
- **Advanced Call Transfer**  
Cold, warm, and no hold transfers with the click of a button
- **International Dialing**  
An enterprise-grade global sales dialer for global sales organizations
- **Time Zone Protect**  
Prevents reps from calling too early or too late depending on prospects’ time zone

### Call reports

- **Activity and Performance Reports**  
Make data-driven decisions with reports such as call volume, activity by agent, and campaign performance
- **Highly Customizable**  
All data is available to use within Salesforce which means endless possibilities for customization

### Inbound

- **Call Routing**  
Ensure calls go to the right reps with simple drag and drop call routing interface
- **Interactive Call Menus**  
Easily create call trees with an intuitive call flow builder
- **Auto-Create Lead**  
Automatically create new leads on inbound calls
- **Number Provisioning**  
Obtain toll-free or local numbers to gain better control of your inbound calls

### Advanced features

- **Live Call Monitoring**  
Survey reps’ calling activities in real-time
- **Call Barge**  
Jump into sales conversations at critical points in a call
- **Call Whisper**  
Coach reps with advice only they can hear
- **Salesforce1 Mobile Compatibility**  
Ensure anytime, anywhere access for you and your sales team
- **Fast Connections**  
Reach prospects quickly with Dial-IQ’s quick connection to calls and transfer lines

“Within three months of inception, we exceeded every goal – 90% contact rate with revenues exceeding our expectations.”

– Joseph Semrani, Banking Executive, M&T Bank