

SmartAMD

Talk to more people, spend less time on hold

When a call is connected, all contact center software must determine whether the caller is a human or a machine and how to proceed accordingly. TCN's SmartAMD efficiently recognizes which path to take thanks to its continuously improving machine learning model and industry-first precision.

Agent time is your most valuable resource, so if the call isn't met with the right response, it's either a missed opportunity or a drain on productivity. With its AI-powered technology, TCN's SmartAMD answering machine detection offers options across all classification types, achieving higher accuracy than any other AMD.

What it does:

- **Live detection:** Through AI, a connection is established immediately when someone answers the phone.
- **Mobile screening:** Whether it's an iOS or Android phone, you can control which action your software takes when it detects a voicemail, such as immediately hanging up to save agent time or playing a pre-recorded message.
- **Call sorting:** With AI listening to calls, numbers are automatically sorted by outcome, making your campaigns much easier to manage.

How it works:

SmartAMD is a direct performance multiplier powered by AI and designed to help improve Right-Party Contact (RPC) rates, increase connect rates and provide smarter campaign management.

If SmartAMD is what's missing in your contact center, and you want to enjoy the benefits of higher connectivity, [Request a demo today.](#)

