VDial
Hosted Predictive Dialer and Call Center Suite

VCCS TELECOM | NOW WE'RE TALKING

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Increase agent call times and decrease wait times with a Hosted Call Center solution...

Main Capabilities

➡ Inbound, Outbound and Blended call handling
➡ Message broadcasting
➡ Predictive dialing
➡ Full USA FTC-compliance capability
➡ Web-based agent and administrative interfaces
➡ Ability to have agents operate remotely
➡ Integrated call recording
➡ Multiple campaigns at once
➡ Scheduled Callbacks: Agent-Only and Anyone
➡ Scalable to hundreds of seats
➡ Remote agents
➡ VoIP enabled for cost effectiveness

Manual Dialing
- 🟦 Waiting for Dial Tone
- ⬜ Dial Number
- ⬜ Busy Signal
- 🟥 No Answer
- ⬜ Answering Machine
- ⬜ Other
- 🟩 Actualy Talk Time

VS

Predictive Dialing
- 🟦 Waiting for Call
- 🟩 Actual Talk Time

Starting at around $15/agent + mins

With no per-seat or licensing costs, it starts to look like a "good call". Did we mention we're PCI-DSS friendly?
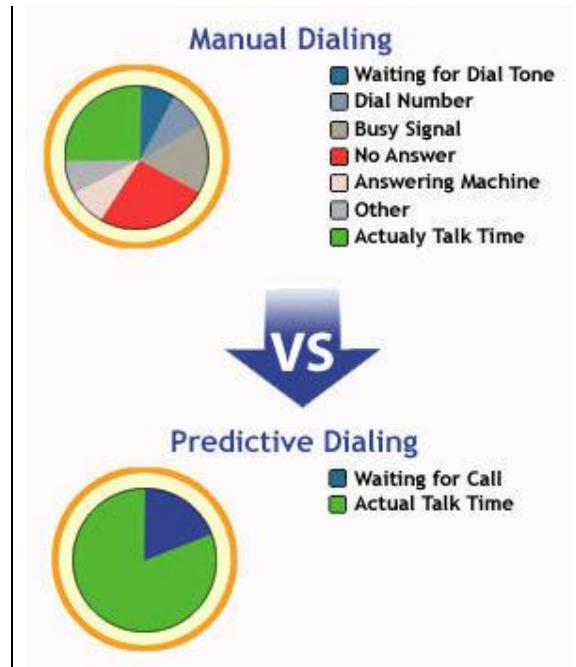
Making it Work for You

Hosted technology is completely transparent to your users, and your customers.
Our system calls into your phones to connect with your agents so you never pay long distance charges! Predictive dialing on an analogue system would cost thousands of dollars a month in Telco lines and would be near impossible on a standard Business internet connection. All you need to succeed with us is a computer, a headset and a high speed internet connection.

Support & Scalability

We provide product support and customization through service plans and paid support services. Our support ticket system provides great turnaround time for all of our customers during your business hours. Our solution is design to fit your specific needs allowing additional seats and other add-ons to be added at any time. Just a few more reasons to choose a Hosted Auto Dialer solution from VCCS!

Security and Reliability

All data is kept private and secure using industry best hardware and software configurations. All data is purged from our system when no longer needed. We adhere to best practices when it comes to keeping your customer information safe and secure.

VDial is the only Hosted Dialer marketed as PCI-DSS Friendly and therefor easy to integrate in to your compliant infrastructure.

Features and Capabilities

The agent interface works through a web browser to give real-time information and functionality with nothing more than an internet browser on the client computer.

The manager interface is also web-based and offers the ability to view many real-time and summary reports as well as many detailed campaign and agent options and settings.

VDial can function as an ACD for inbound calls or for Closer calls coming from VDial outbound fronters and even allows for remote agents logging in from remote locations as well as remote agents that may only have a phone.

Agent Side:

- Ability to display a script for the agent to read with pre-filled fields
- Ability to open a custom web page with user data from the call, per campaign
- Utilize both inbound and outbound calls in one session (blended)
- Manually or automatically call up-to two other customer numbers for same lead
- Schedule callbacks for any-agent or agent-specific
- Manual dial mode allows previewing of leads before dialing
- Remote agents can log in anywhere with just a phone and a web browser
- Faster hang-up and dispositioning of calls with one key press (HotKeys)
- Ability for agents to select a Pause Code when they are not active
- Web based control of volume levels and mute capability
- Agent interface available in 9 different languages!

Manager Side:

- Ability to set a campaign to auto-dial and send live calls to available agents
- Ability to dial predicatively in a campaign with an adaptive dialing algorithm
- Ability to transfer customer calls/data to a closer on the local system or a remote server
- Ability to open a custom web page with user data from the call, per campaign
- Ability to start and stop recording an agent's calls at any time
- Ability to automatically record all calls
- Skills-based ranking and call routing per inbound group and campaign
- Ability to set user levels and permissions for certain features and campaigns
- Ability for managers to listen-in on agent conversations
- Ability for managers to enter conversations with agents and customers
- Web-based administration

System Wide Features:

- Definable Agent Wrapup-time per campaign
- Custom call dispositions per campaign
- Custom database queries in campaign dialing
- Recycling of Busy calls at a specified interval without resetting a list
- Dialing with custom TimeZone restrictions including per state and per day-of-the-week
- Dialing with Answering Machine Detection, also playing a message for AM calls
- Multiple campaigns and lead-lists are possible
- Option of a drop timer with safe-harbor message for FTC compliance
- Variable drop call percentage when dialing predicatively for FTC compliance
- Internal DNC list can optionally be activated per campaign
- Several real-time and summary reports available
- Real-time campaign display screens
- 3rd party conferencing (with DTMF macros and number presets)
- 3rd party blind call transfer
- 3rd party conferencing with agent drop-off
- Custom Music-On-Hold and agent alert sound for inbound calls
- Ability to autodial campaigns to start with a simple IVR then direct to agent
- Ability to broadcast dial to customers with a pre-recorded message
- Ability to park the customer with custom music per campaign
- Ability to send a dropped call to a voicemail box per campaign if no agent is available
- Ability to set outbound CallerID per campaign
- Ability to take inbound calls grabbing CallerID
- Ability to function as an ACD for inbound and fronter/closer verification call

CRM Integration

VDial integrates with CRM applications to provide a complete call center solution. You can use your own in house applications, SugarCRM, or vtiger CRM that is included out-of-box. Vtiger is a rich Customer Relationship Management (CRM) tool that manages your customer data from campaigns and lead to sale to customer service.

CRM Features and Capabilities:

- Sales Force Automation
- Marketing Automation
- Activity Management
- Calendaring

- Customer Support and Service
- Inventory Management
- Security Management
- Email Integration

VDial can bring up a customer's account as the call is forwarded to the agent based on the Caller ID or other information. When a sale is made the customers lead information can automatically be inserted into the CRM where you can set call backs, put in customer notes, support requests and much much more.

How Does the Hosted Model Work?

VDial is designed to interact with the Asterisk PBX Phone system to act as a complete inbound/outbound call center suite. Because the server is in a state of the art data center with virtually unlimited bandwidth, the predictive dialing is done from the server itself, saving you thousands on Internet or PRI connections vs premise.

With a hosted solution your agents can log into our system from your local office or a remote location. The process is quite simple.

Step 1: The agent logs into the auto dialer system via web browser with their phone login ID and password. This is used to call the phone at their station.

Step 2: The agent enters their username and password for the auto dialer web interface. This is used to gain access to the actual Agent Interface and amongst other things, tracks agent activity for reporting.

Step 3: The agent phone will ring, pickup/answer and the Auto Dialer system will display the agent interface and begin passing calls!

Hosted Network Diagram:
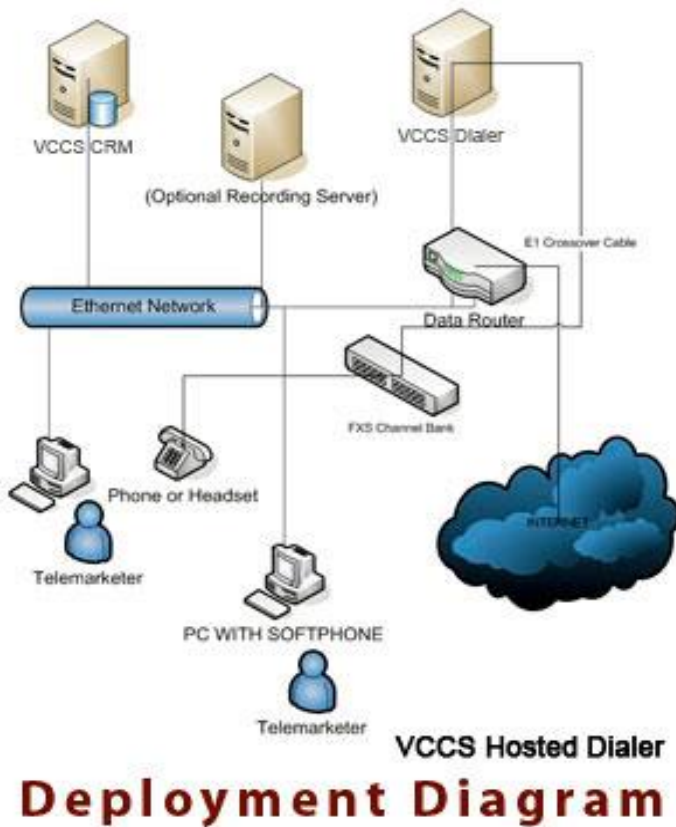
Required Components:

Agent Station
All you need is a computer, a Web browser (Firefox recommended), and a headset!

Local Phone Setup Options:
You can use either...

➡ Free desktop based SoftPhone
➡ SIP Based (VoIP) phones at each agent station
➡ Analog phones plugged into VoIP ATA's routing to the internet.

Each of these setups are utilizing Voice over IP to connect over the internet to your hosted Auto Dialer. This means there is no charge for the connection from the agent station to the offsite dialer which is used to route the calls to each agent.

How else do we power Contact Centers?

As a business VoIP provider, we are able to terminate your calls for as little as half a penny per minute. Need a Toll Free number? No problem, we even have Local based phone numbers in over 60 countries!

More on...

youtube.com/user/vccstelecom   **@vccstelecom**

Thank you for your interest in our VDial Hosted Call Center and we hope to hear from you soon!

For more information please call or visit our website.
http://www.vccs.ca/call-centers/hosted-call-center

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