

MAJOR VICIDIAL FEATURES:

- Inbound, Outbound and Blended call handling
- Outbound agent-controlled, broadcast and predictive dialing
- Full USA FTC-compliance capability
- Web-based agent and administrative interfaces
- Ability to have agents operate remotely
- Integrated call recording
- Three-Way calling within the agent application
- Scheduled Callbacks: Agent-Only and Anyone
- Web-configurable IVRs and Voicemail boxes
- Scalable to hundreds of seats
- Ability to use standard Telco lines and VOIP trunks
- Open-Source AGPLv2 licensed, with no software licensing cost

Full Features List:

- Ability for an agent to call clients in succession from a database through a web-client
- Ability to display a script for the agent to read with fields like name, address, etc. filled-in
- Ability to set a campaign to auto-dial and send live calls to available agents
- Ability to dial predictively in a campaign with an adaptive dialing algorithm
- Ability to dial on a single campaign across multiple Asterisk servers, or multiple campaigns on a single server
- Ability to transfer calls with customer data to a closer/verifier on the local system or a remote Asterisk server
- Ability to open a custom web page with user data from the call, per campaign
- 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, queue or extension per campaign if no agent is available
- Ability to set outbound CallerID per campaign or per list
- Ability to take inbound calls gathering CallerID
- Ability to function as an ACD for inbound and fronter/closer verification calls
- Ability to have an agent take both inbound and outbound calls in one session(blended)
- Ability to start and stop recording an agent's calls at any time
- Ability to automatically record all calls
- Ability to manually or automatically call upto two other customer numbers for the same lead

- Automatically dial unlimited alternate numbers per customer until you get an answer
- Ability to schedule a callback with a customer as either any-agent or agent-specific
- Ability in Manual dial mode to preview leads before dialing
- Ability for agents to be logged in remotely anywhere with just a phone and a web browser
- Faster hangup and dispositioning of calls with one key press (HotKeys)
- Definable Agent Wrapup-time per campaign
- Ability to add custom call dispositions per campaign
- Ability to use custom database queries in campaign dialing
- Recycling of specified status 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 predictively for FTC compliance
- System-wide and per-campaign DNC lists that can optionally be activated per campaign
- All calls are logged and statuses of calls are logged as well as agent time breakdowns
- Load Balancing of call across multiple inbound or outbound Asterisk servers is possible
- Agent phone login balancing and failover across multiple ViciDial servers
- 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
- Estimated hold time, place in line, overflow queues and several other inbound-only features
- Skills-based ranking and call routing per inbound group(queues) and campaign
- Queue Prioritization per campaign and inbound group
- Single agent call queueing
- 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
- Ability for managers to change the selected queues for an agent
- Ability for agents to select a Pause Code when they are not active
- Ability for agents to control volume levels and mute themselves
- Ability for agents to view the statuses of other agents on the system
- Ability for agents to view details for calls in queue that the agent is selected to take calls from
- Ability for agents to select and click to take calls in queue from their agent screen
- Agent shift enforcement by day and time, defined per user group
- Full QueueMetrics-compatible call logging, inbound and outbound
- Several Vtiger integration features: user-sync, account-sync, data interconnection

- Full integration with Sangoma Call Progress Detection(CDP) for better Answering Machine Detection(AMD)
- Multi-function web-based agent API allowing for control of agent sessions including click-to-dial outside of the agent screen
- Lead import web-based API
- Web-based data export utilities
- Separate Time-clock application to track user work time
- Web-based administration
- DID, phone and carrier trunk provisioning through the web interface
- Client web-app web pages available in English, Spanish, Greek, German, French, Italian, Polish, Portuguese, Brazilian Portuguese, Slovak, Russian, Dutch, Swedish and Traditional Chinese.
- Admin web pages available in English, Spanish, Greek, German, Italian, French and Brazilian Portuguese.