



Seamless solutions for Customer Delight



Logged in as User: 1001 on Phone: SIPcc101 to campaign: TESTING

VAC Dialer **SCRIPT** FORM EMAIL 2018-04-28 17:08:43 session ID: 8600051 NO LIVE CALL
Calls in Queue: 0 Emails in Queue: 0

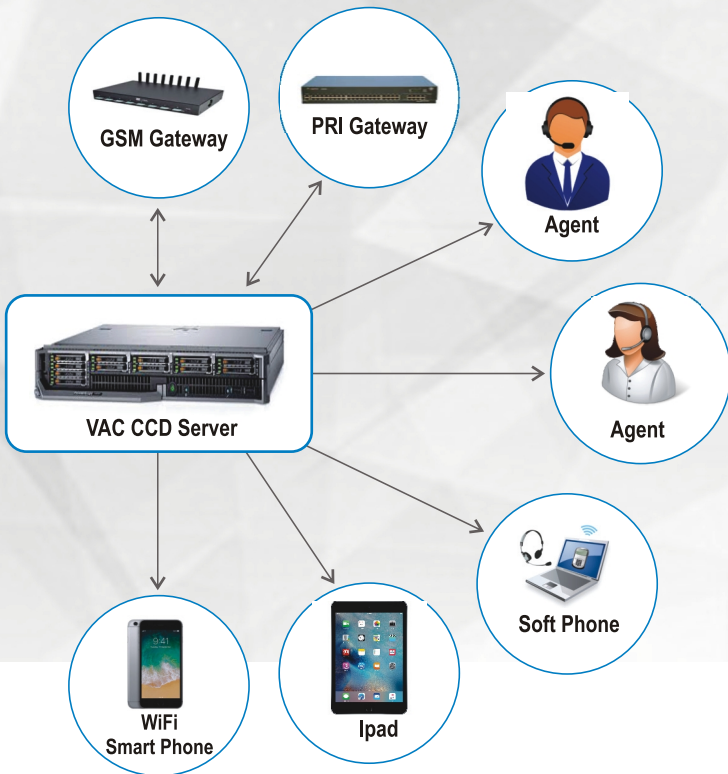
STATUS: **YOU ARE PAUSED** Customer Time: Channel: seconds:
RECORDING FILE: NO LIVE CALL

RECORD ID: Title: First: MI: Last:
 Address1:
 Address2: Address3:
 City: State: PostCode:
 Country: Vendor ID: Gender: U - Undefined
 Phone: DialCode: Alt. Phone:
 Show: Email:
 Comments:
 Disable Leads: 0 ENTER A PAUSE CODE
[MANUAL DIAL](#) [FAST DIAL](#) [VIEW CALL LOG](#)

VERSION: 2.12-493c BUILD: 160706-1438 Server: 192.168.1.41 Show Calls in Queue [MUTE](#) [Agents View](#)

Alert is OFF

VAC CALL CENTER DIALER improves productivity in your business. Coming in all shapes and sizes, it has great adaptability to meet different requirements of every client. VAC CCD primarily focuses on empowering customers, ensuring productivity of call center officials, managing client expectations efficiently and streamlining operations.



FEATURES

- ☑ Automatic Call Distribution (ACD)
- ☑ Inbound & Outbound Calls
- ☑ Call Center Monitoring and Analytics
- ☑ Call Recording
- ☑ Call Transfer and 3-Way Calling
- ☑ Preview / Progressive / Predictive Dialer
- ☑ Interactive Voice Response (IVR)
- ☑ Web-based Administration
- ☑ Campaign Management System
- ☑ Agents Performance Evaluation
- ☑ Call Pop up with CRM

HIGHLIGHTS

Live Agent Monitoring | Reports | Dashboard for Reports | First Login & Last Logout Report | DB Fetching Campaign Statistics | Voice Blasting | Call Retrieval | Call Back Schedule | Music on Hold | CRM Integration | DNC List | GSM Integration | SMS Integration | PRI / SIP Integration

REAL TIME SCREEN DISPLAY

Live Dash Board
Campaign wise Call Disposition
Agent wise Pause Details

DIAL LEVEL	1,000	TRUNK SHORTFILL	0 / 0	FILTER	NONE	TIME	2018-07-24 18:37:49
DIALABLE LEADS	0	CALLS TODAY	0	AVG AGENTS	0.03	DIAL METHOD	RATIO
HOPPER (min/10)	2 / 0	DROPPED / ANSWERED	0.000 / 0	DL DIFF	0.03	STATUSES	NEW
LEADS IN HOPPER	0	DROPPED PERCENT	0.00%	DIFF	100.00%	ORDER	DOWN

agents logged in: 1 | agents in calls: 0 | agents waiting: 0 | paused agents: 1 | agents in dead calls: 0 | agents in dispo: 0

Agents Time On Calls Campaign: 2018-07-24 18:37:49

STATION	USER	SHOW ID	INFO	SESSIONID	STATUS	PAUSE	MM:SS	CAMPAIGN	CALLS	HOLD	IN-GROUP
109/100/02	RAM -				LOGGED IN		08:42	INBOUND			

1 agents logged in on all servers
System Load Average: 0.12 0.30 0.34 M

Agent waiting for call > 1 minute | Agent waiting for call > 5 minutes
Agent on call > 10 seconds | Agent on call > 1 minute | Agent on call > 5 minutes
Agent Paused > 10 seconds | Agent Paused > 1 minute | Agent Paused > 5 minutes

Need Call Center Solution or CRM? Just Call : +91 44 4351 2000



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