



## Feature List of Avyukta-e-Call

### Default Feature List:

- ✓ Outbound: Predictive/Progressive/Manual Outbound Dialer
- ✓ Inbound ACD
- ✓ Single Tree IVRS
- ✓ Scalable to hundreds of seats (wrt single/multiple server capabilities)
- ✓ Conference/Flashback/Transfer/TPV/TPC
- ✓ Barge/Barge in Whisper/Snoop
- ✓ Custom Disposition (Both Cyclic and Non-Cyclic)
- ✓ Default Agent/Admin CRM/MIS/Pop Up/Custom Dispositions/Pause Codes/Custom Scripts/DND/URL Pass
- ✓ Real Time Monitoring
- ✓ Integrated call recording with required nomenclature
- ✓ 10+ Comprehensive Default Reports (30+ others wrt process)
- ✓ Inbound, Outbound and Blended call handling (Multi campaigned)
- ✓ Scheduled Call-backs (with calendar scheduling)
- ✓ Scheduled call backs on Same Agent-Only and Anyone/ACD
- ✓ IVRs (Voicemail boxes and VM to EM as custom)
- ✓ Single-Multi Campaign / Agent
- ✓ Comprehensive call detail records (CDRs)
- ✓ Blended Login and Agent CRM Pop Up update on Commenting and fields\*

- ✓ Provision for an agent to call clients in succession from a database through a web-client
- ✓ Provision to display a script for the agent to read with fields like name, address, etc. filled-in
- ✓ Provision to set a campaign to auto-dial and send live calls to available agents
- ✓ Provision to dial predictively in a campaign with an adaptive dialing algorithm
- ✓ Provision to transfer calls with customer data to a closer/verifier on the local system or a remote Asterisk server
- ✓ Provision to open a custom web page with user data from the call, per campaign (Default if customer has already his own CRM, customized if client doesn't).
- ✓ Provision to autodial campaigns to start with a simple IVR then direct to agent
- ✓ Provision to broadcast dial to customers with a pre-recorded message
- ✓ Full DND / DNC / USA, UK and Canada call-compliance
- ✓ Provision to park the customer with custom music per campaign
- ✓ Provision to set outbound CallerID per campaign or per list
- ✓ Provision to take inbound calls gathering CallerID
- ✓ Provision to function as an ACD for inbound and fronter/closer verification calls
- ✓ Provision to have an agent take both inbound and outbound calls in one session(blended)
- ✓ Provision to start and stop recording an agent's calls at any time
- ✓ Provision to automatically record all calls
- ✓ Provision to manually or automatically call up to two other customer numbers for the same lead
- ✓ Provision to schedule a call back with a customer as either any-agent or agent-specific
- ✓ Provision for Custom CLI Display (Only valid ANI as per compliance policies)
- ✓ Provision in Manual dial mode to preview leads before dialing

- ✓ Definable Agent Wrap-up-time per campaign
- ✓ Provision to add custom call dispositions per campaign
- ✓ Recycling specified status calls at specified interval without list resetting
- ✓ Custom Time Zone dialing restrictions including /state/ day-of-the-week / Dialing with Answering Machine Detection, also playing a message for AM calls
- ✓ Option of a drop timer with safe-harbour message for FTC compliance / Variable drop call percentage when dialing predictively for FTC compliance
- ✓ System-wise 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
- ✓ Several real-time and summary reports available
- ✓ Real-time campaign display screens
- ✓ 3rd party conferencing (with DTMF macros and number pre-sets)
- ✓ 3rd party blind call transfer / 3rd party conferencing with agent drop-off
- ✓ Estimated hold time, place in line, overflow queues and several other inbound-only features
- ✓ Single agent call queueing
- ✓ Provision for managers to listen-in on agent conversations
- ✓ Provision for managers to enter conversations with agents and customers
- ✓ Provision for managers to change the selected queues for an agent
- ✓ Provision for agents to select a Pause Code when they are not active

**Advanced Features with Avyukta e Call**  
**(Included with default Avyukta-e-Call Pricing)**

- ✓ WebRTC (No softphone required on Linux/Windows Machines)
- ✓ SMS/Email OTP verification on lead /recording /report download for better internal security
- ✓ Skills-based ranking and call routing per inbound group(queues) and campaign
- ✓ Queue Prioritization per campaign and inbound group
- ✓ Provision to set user levels and permissions for certain features and campaigns
- ✓ Automated Team Leader for time-based triggers (SMS/Email reminders) for wait time, pause time, No Calls
- ✓ OTP Based Lead Security
- ✓ Number Masking
- ✓ Hot Key Disposition (to save TAT and increase Talk Time)
- ✓ Sticky Agent
- ✓ Faster hang up/dispositioning with one key press (Hotkeys)
- ✓ Press 1, Broadcast, OBD, Voice Mail
- ✓ **Avatar Dialer** (Latest addition, May / May not be available with default modules)

- ✓ *Dynamic Custom CRM Agent Popup (May/May not be available with default)*
- ✓ *OBD/Survey/Press1 Report (May/May not be available with default)*
- ✓ *Customized Reports like*

*Agent Productivity, Avg Handling Time, Total Break Time, Login Time etc.)*

- ✓ *Live Chat System (Agent/Admin), (May/May not be available with default)*

**All tutorials available on  
[www.dialerindia.com/tutorials.php](http://www.dialerindia.com/tutorials.php)**

### **Custom Features with Avyukta e Call**

- ✓ *Almost all Inhouse CRM /ERP / MIS integrations (Subjected to API availability on Push / Pull / Both)*
- ✓ *Automated Team Leader for time-based triggers (SMS/Email reminders) for Lead exhaust events*
- ✓ *Zoho/Sugar CRM/Lead Squared/Fresh sales/Yeti/Odoo/Vtiger In house CRM/Sales Force/Spreadsheet/Vtiger/Freshdesk CRM (Subjected to API availability on Push / Pull / Both)*
- ✓ *integration of SMS via GSM / SMS Gateway and API conjunction with Dialer on custom forms*
- ✓ *Masking CRM to mask all confidential parameters on Agent lead pop up with precised profile creations such that only concerned person can view or edit the concerned data / fields.*
- ✓ *Heart beat server creation / Load balancing setup / Clustered / scratch Installation for redundancy and backup/s.*
- ✓ *Click to Call / Via WebRTC / IP Phones and SoftPhones*
- ✓ *GPS and Pin Code integration for custom ACD (In/Outbound) call flow.*

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- ✓ 20+ Custom reports apart from default reporting /Pie / Bar Graph based Agent / Call / CDR / Disposition / Performance / Login Logout / Idle Talk time reporting
- ✓ Web Form Integration / Questionnaire Creation
- ✓ Sub Dispositions / Sub Sub Dispositions
- ✓ Clustered / Load Balancing Dialer
- ✓ HA (High Availability Server) / Heart Beat Dialer Setup
- ✓ Multi-tenant and multi-users
- ✓ PRI Stack Overflow Settings
- ✓ Incoming Call Wait Time Announcement
- ✓ Multiple campaigns and lead-lists are possible
- ✓ Work from Home / Hosted / Decentralised / Multitenant Architecture
- ✓ MIS / Payment / Employee / Sales / Lead Management / Inventory Management CRM Integration
- ✓ Conference Bridge (Avyukta Conference Solutions: ACS)
- ✓ TTS Integration ( Recently Launched )

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