



DIALER CUSTOMIZATION



ABOUT US

We are working on Asterisk – VOIP based opensource platform since 10 years, We are providing our solutions, training, services and support like asterisk, vicidial, customized dialer, predictive dialer, auto dialer, voice broadcasting solution, free PBX, multitenant IPPBX, a2billing solution sandbox dialer, DID management, IVR solution, SMS broadcasting solution and lots more.

Customized Bootstrap Theme

KingAsterisk Technologies

6666

Search

ADMINISTRATION

- Reports
- Users
- Campaigns
- Lists
- Scripts
- Filters
- Inbound
- User Groups
- Remote Agents
- Admin

Live Statistic Inbound - Inbound

Campaign : inbound

Last 24 Hours

0 Sales	10.00% Contact Rate	30.00% Completion Rate	10 S Waiting Period
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Last 1 Hours

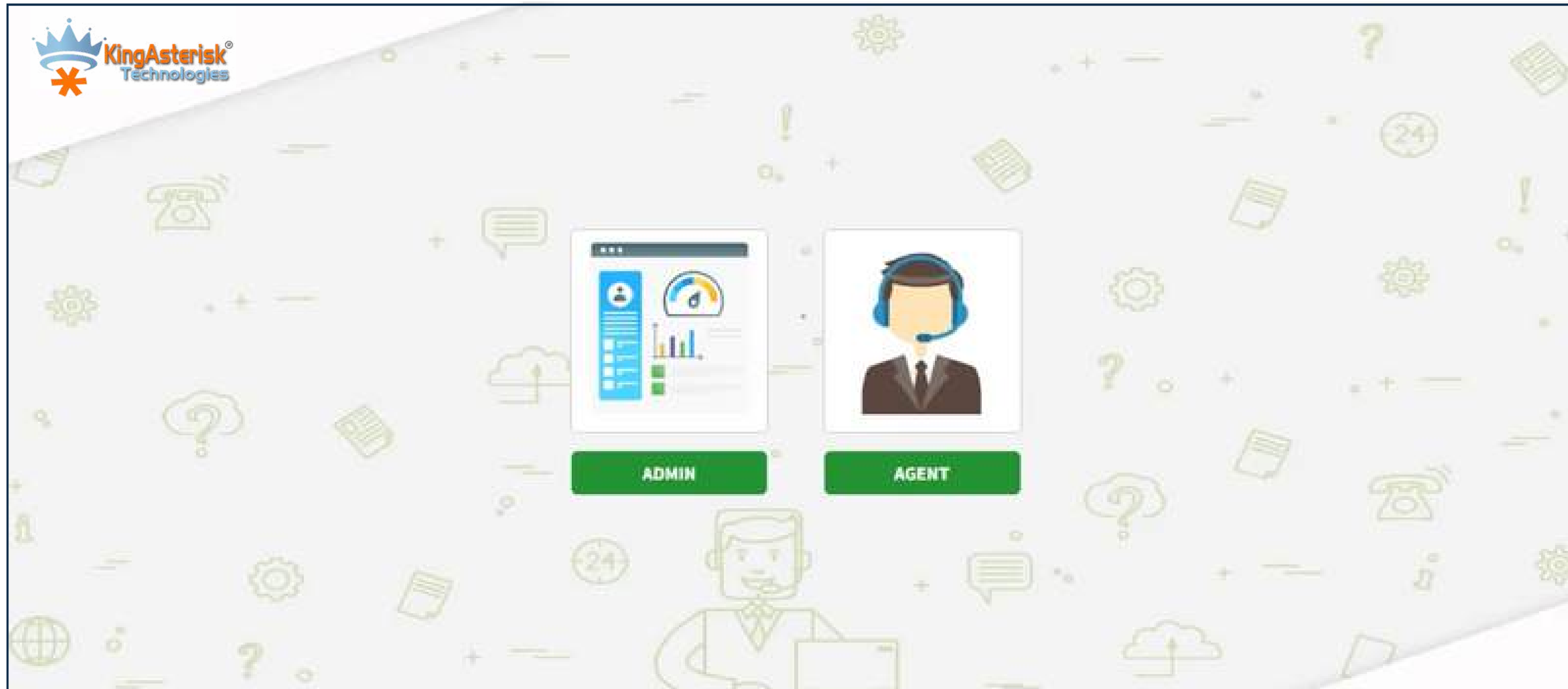
0 Sales	2.00% Contact Rate	50.00% Completion Rate	2 S Waiting Period
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agent utilization

- 0 agents in conversation
- 0 agents are waiting

Lead ID	Name	Length Of Time	Status
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We can give you best GUI modifications (Bootstrap Theme) as per your requirements



Welcome Page

We are doing Following Custom Development in Dialer

Admin Panel

01

Inbound, Outbound and Blended call handling and Inbound Email handling

02

Outbound agent-controlled, broadcast and predictive dialing

03

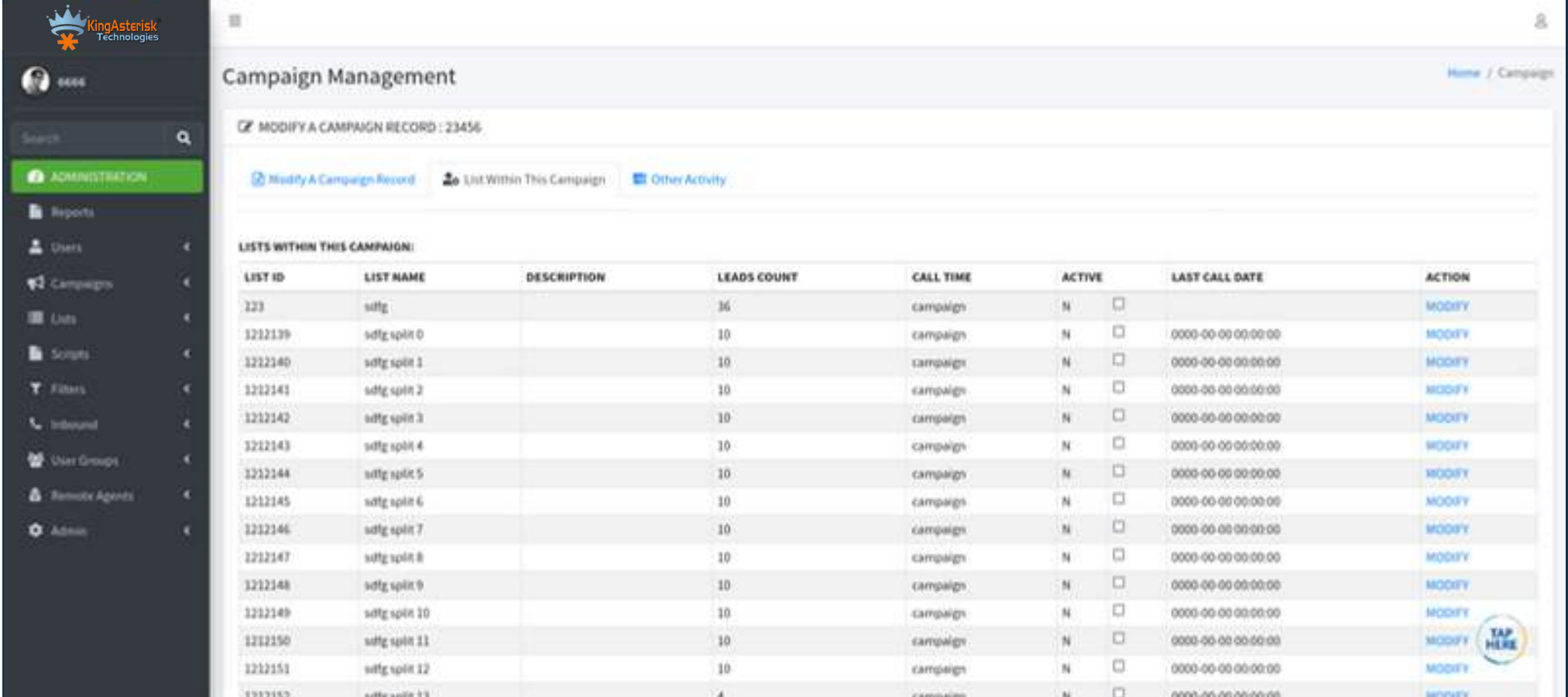
Campaign customization

04

Leads customization

05

Callerid Lookup customization



The screenshot displays the 'Campaign Management' interface. At the top, it says 'Campaign Management' and 'MODIFY A CAMPAIGN RECORD - 23456'. Below this, there are three tabs: 'Modify A Campaign Record', 'List Within This Campaign', and 'Other Activity'. The 'List Within This Campaign' tab is active, showing a table of lists. The table has columns for LIST ID, LIST NAME, DESCRIPTION, LEADS COUNT, CALL TIME, ACTIVE, LAST CALL DATE, and ACTION. The table contains 13 rows of data, each representing a list within the campaign. The 'ACTIVE' column has a checkbox for each row, and the 'ACTION' column has a 'MODIFY' link. A 'TAP HERE' button is visible in the bottom right corner of the table.

LIST ID	LIST NAME	DESCRIPTION	LEADS COUNT	CALL TIME	ACTIVE	LAST CALL DATE	ACTION
223	sifg		36	campaign	N <input type="checkbox"/>		MODIFY
2222139	sifg split 0		10	campaign	N <input type="checkbox"/>	0000-00-00 00:00:00	MODIFY
2222140	sifg split 1		10	campaign	N <input type="checkbox"/>	0000-00-00 00:00:00	MODIFY
2222141	sifg split 2		10	campaign	N <input type="checkbox"/>	0000-00-00 00:00:00	MODIFY
2222142	sifg split 3		10	campaign	N <input type="checkbox"/>	0000-00-00 00:00:00	MODIFY
2222143	sifg split 4		10	campaign	N <input type="checkbox"/>	0000-00-00 00:00:00	MODIFY
2222144	sifg split 5		10	campaign	N <input type="checkbox"/>	0000-00-00 00:00:00	MODIFY
2222145	sifg split 6		10	campaign	N <input type="checkbox"/>	0000-00-00 00:00:00	MODIFY
2222146	sifg split 7		10	campaign	N <input type="checkbox"/>	0000-00-00 00:00:00	MODIFY
2222147	sifg split 8		10	campaign	N <input type="checkbox"/>	0000-00-00 00:00:00	MODIFY
2222148	sifg split 9		10	campaign	N <input type="checkbox"/>	0000-00-00 00:00:00	MODIFY
2222149	sifg split 10		10	campaign	N <input type="checkbox"/>	0000-00-00 00:00:00	MODIFY
2222150	sifg split 11		10	campaign	N <input type="checkbox"/>	0000-00-00 00:00:00	MODIFY
2222151	sifg split 12		10	campaign	N <input type="checkbox"/>	0000-00-00 00:00:00	MODIFY
2222152	sifg split 13		4	campaign	N <input type="checkbox"/>	0000-00-00 00:00:00	MODIFY

06 Soundboard/avtar development

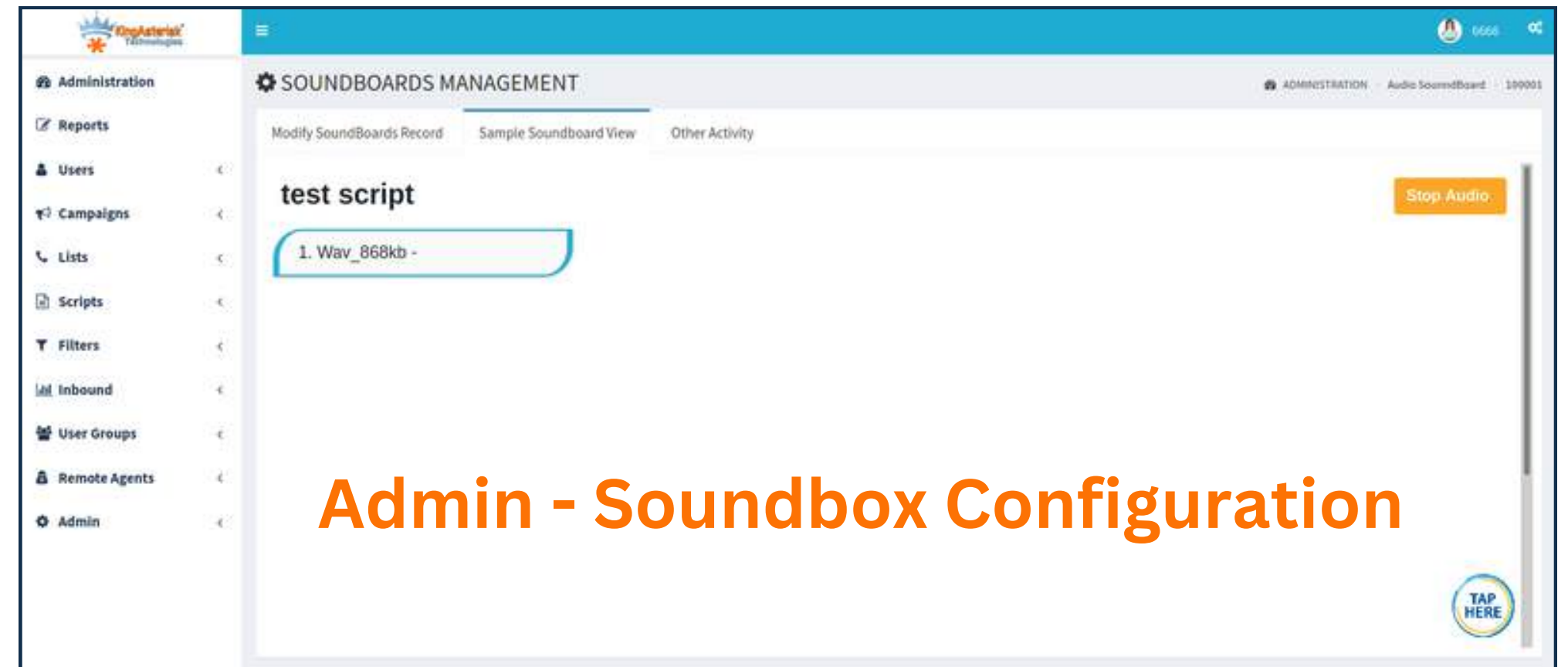
07 Webrtc phone customization

08 DNC customization

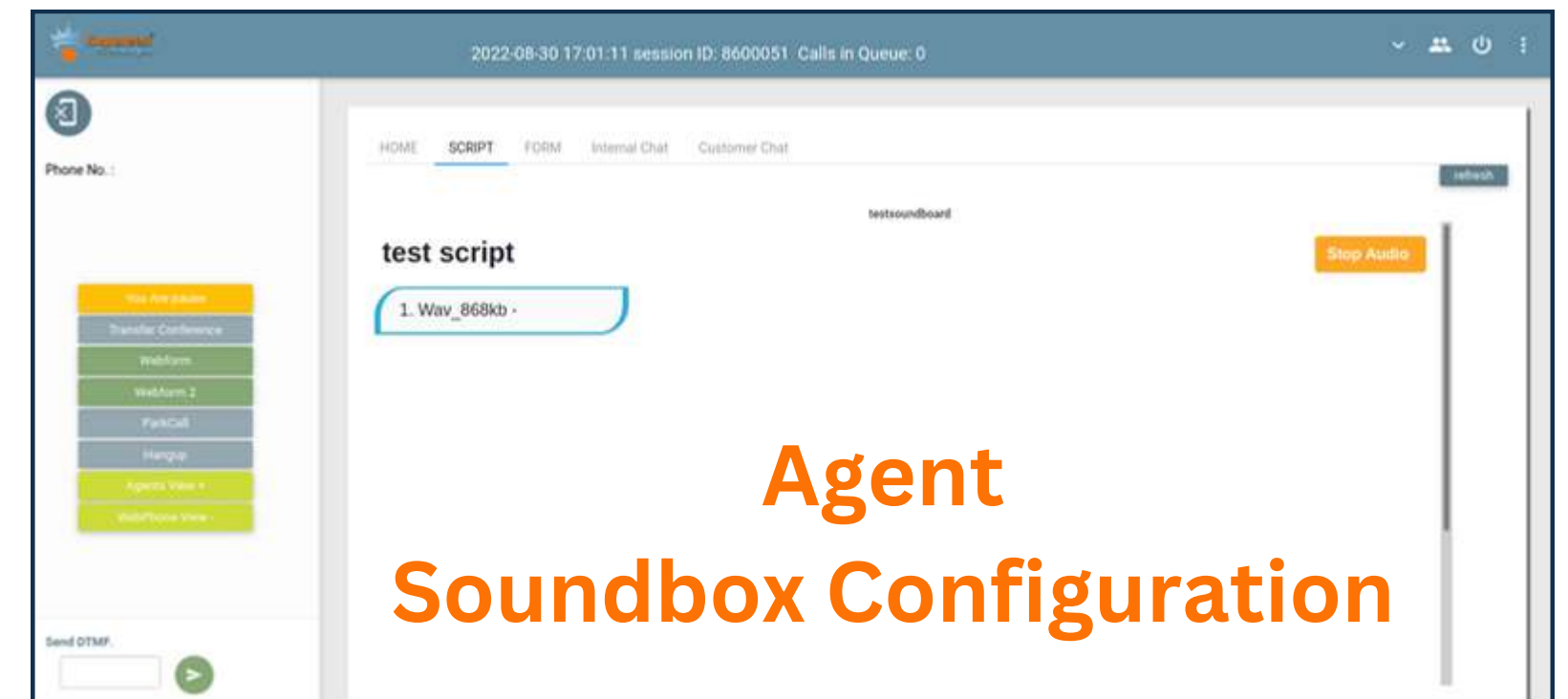
09 Two level disposition setup

10 API integration with campaign,
list wise to integrate on agent

11 Inbound IVR customization for detecting more than 1
inputs and show on reports as well as on agent screen



Admin - Soundbox Configuration



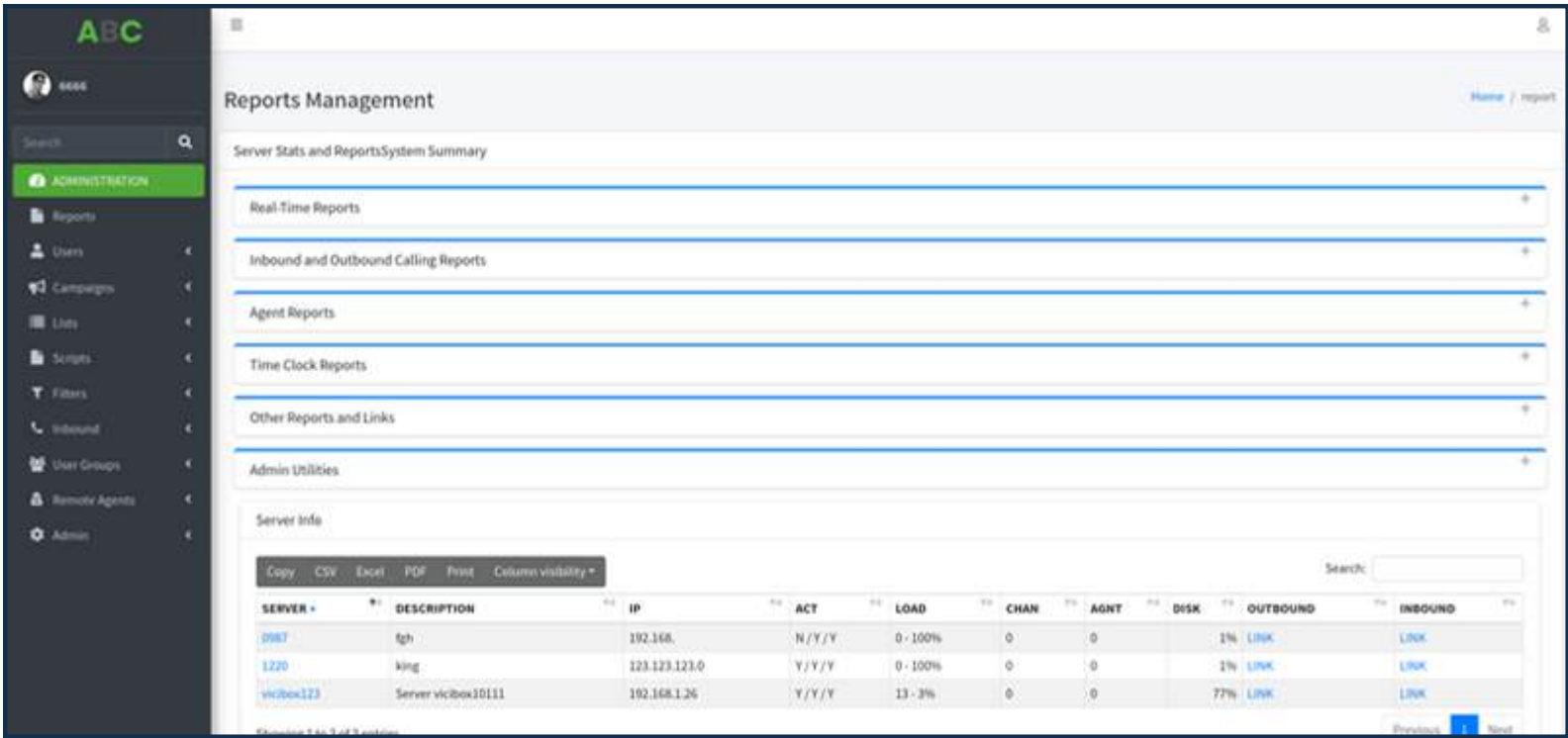
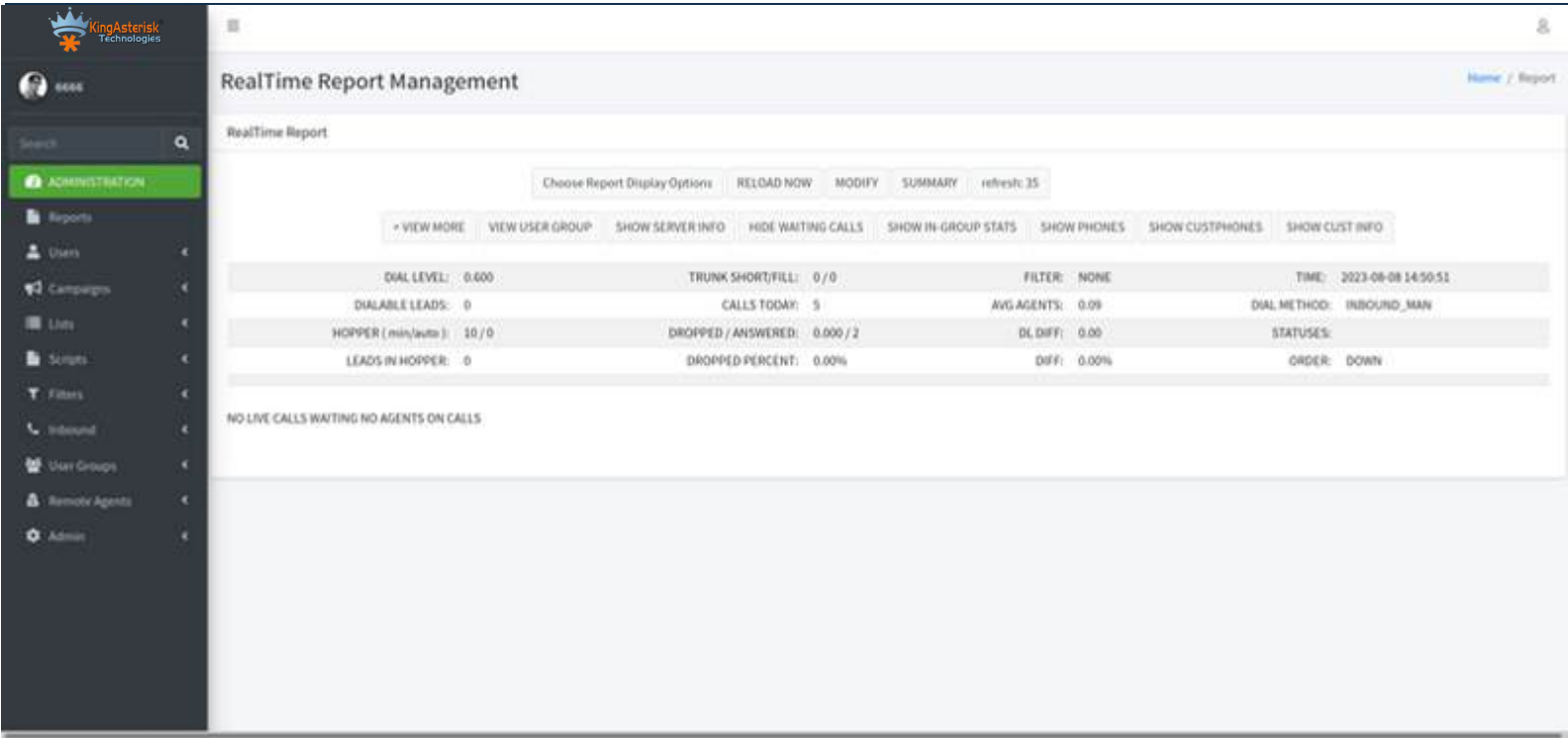
**Agent
Soundbox Configuration**

Real-Time Reports

12 Custom dashboard to see realtime screen

13 Different advance level options for list mix.

14 Custom two level layout for Pause Codes and show on agent screen.



Admin Reports

Reports

01 Miss call reports

02 DTMF IVR report

03 Carrier report with lead details and sip code

04 Recording report

05 Agent performance report with advance search

The screenshot shows the 'Reports Management' interface for 'Agent Performance Detail'. It includes a sidebar with navigation options like Dashboard, Reports, Users, Campaigns, Lists, Scripts, Filters, Inbound, User Groups, Remote Agents, and Admin. The main content area has filters for Dates (08/07/2023 to 08/08/2023), Campaigns (23456, 2607777, 501, Inbound), User Groups (ADMIN, admin), and Users (05099-05099, 0999-0999, 1111999-1112999, 1112999-1112999). Below the filters is a table with columns for USER LIST, PRODUCTION / KPI'S, PAUSE, WAIT, TALK, DISPO, DEAD, and CUSTOMER. The table shows data for user 51099 and totals for agents.

USER NAME	ID	CURRENT USER GROUP	MOST RECENT USER GRP	CALLS	TIME	PAUSE	PAUSAUG	WAIT	WAITAVG	TALK	TALKAVG	DISPO	DISPAVG	DEAD	DEADAVG	CUSTOMER	CUSTAUG	A	CALLR	
51099	51099	ADMIN	ADMIN	7	0:04:51	0:01:56	0:17	0:00:00	0:00	0:00:12	0:02	0:02:43	0:23	0:00:00	0:00	0:00:12	0:02	6	1	
TOTALS AGENTS: 1				7	0:04:51	0:01:56	0:17	0:00:00	0:00	0:00:12	0:02	0:02:43	0:23	0:00:00	0:00	0:00:12	0:02	6	1	

The screenshot shows the 'Reports Management' interface for 'Agent Time Detail'. It includes the same sidebar as the previous screenshot. The main content area has filters for Dates (08/07/2023 to 08/08/2023), Campaigns (23456, 2607777, 501, Inbound), User Groups (ADMIN, admin), and Shift (ALL). Below the filters is a table with columns for USER NAME, ID, CALLS, TIME, CLOSER, LOGIN TIME, WAIT, WAIT, TALK, TALK TIME, DISPO, DISPOSTIME, PAUSE, PAUSETIME, DEAD, DEAD TIME, CUSTOMER, CONNECTED, LOGIN, VISIBLE, and HIDDEN. The table shows data for user 51099 and totals for agents.

USER NAME	ID	CALLS	TIME	CLOSER	LOGIN TIME	WAIT	WAIT	TALK	TALK TIME	DISPO	DISPOSTIME	PAUSE	PAUSETIME	DEAD	DEAD TIME	CUSTOMER	CONNECTED	LOGIN	VISIBLE	HIDDEN	
51099	51099	7	0:00		0:30:13	0:00:07	0.31%	0:00:25	1.09%	0:02:43	7.11%	0:34:58	91.50%	0:00:00	0.00%	0:00:25	0:00:32	0:34:28	0:17:26	0:18:45	
TOTALS AGENTS: 1				7	0:00:00	0:30:13	0:00:07	0.31%	0:00:25	1.09%	0:02:43	7.11%	0:34:58	91.50%	0:00:00	0.00%	0:00:25	0:00:32	0:34:28	0:17:26	0:18:45

Customized Report

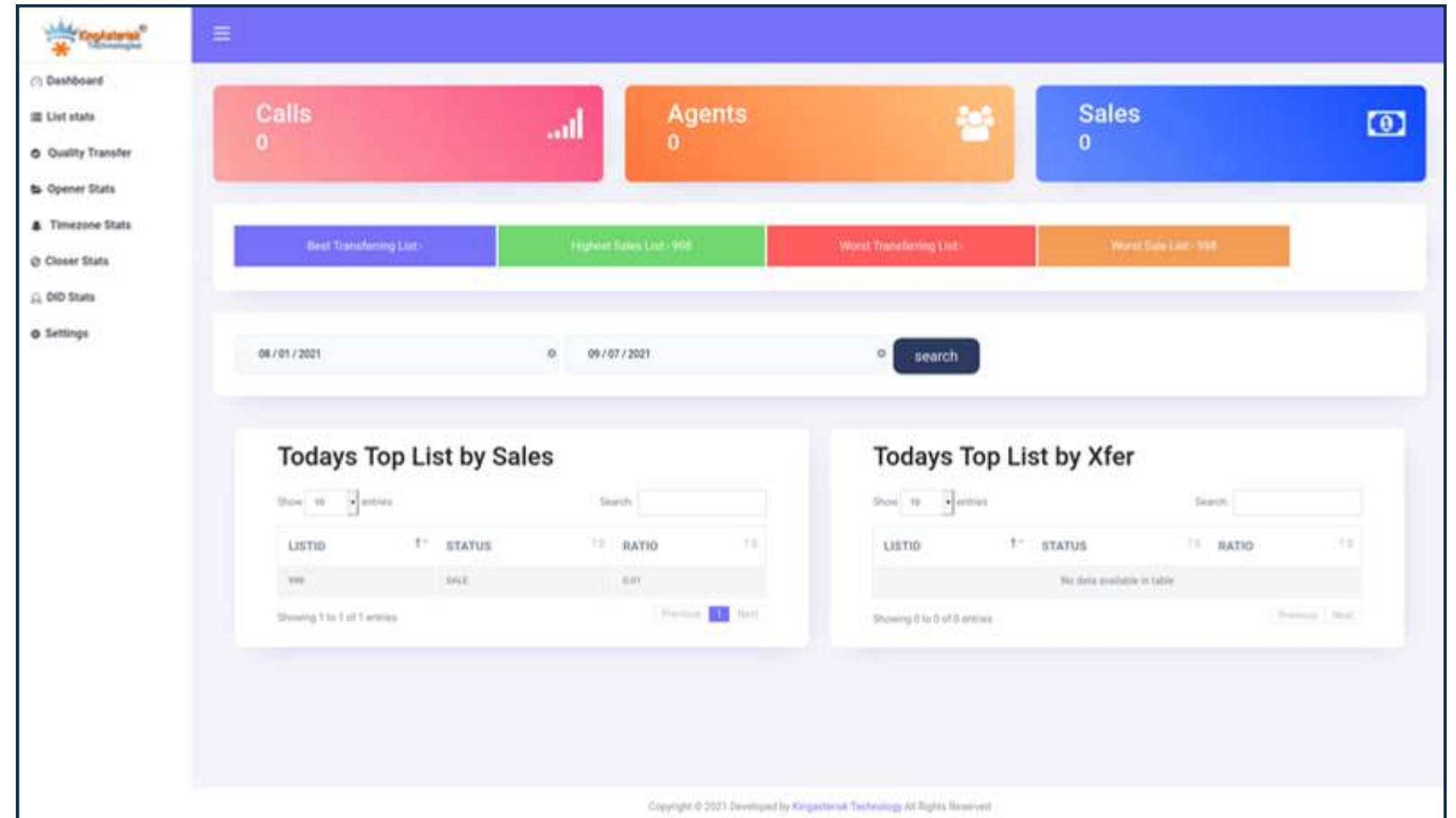
06 Custom development for export specific fields

07 Custom pause code reports.

08 Custom DNS reports for inbound and outbound calls

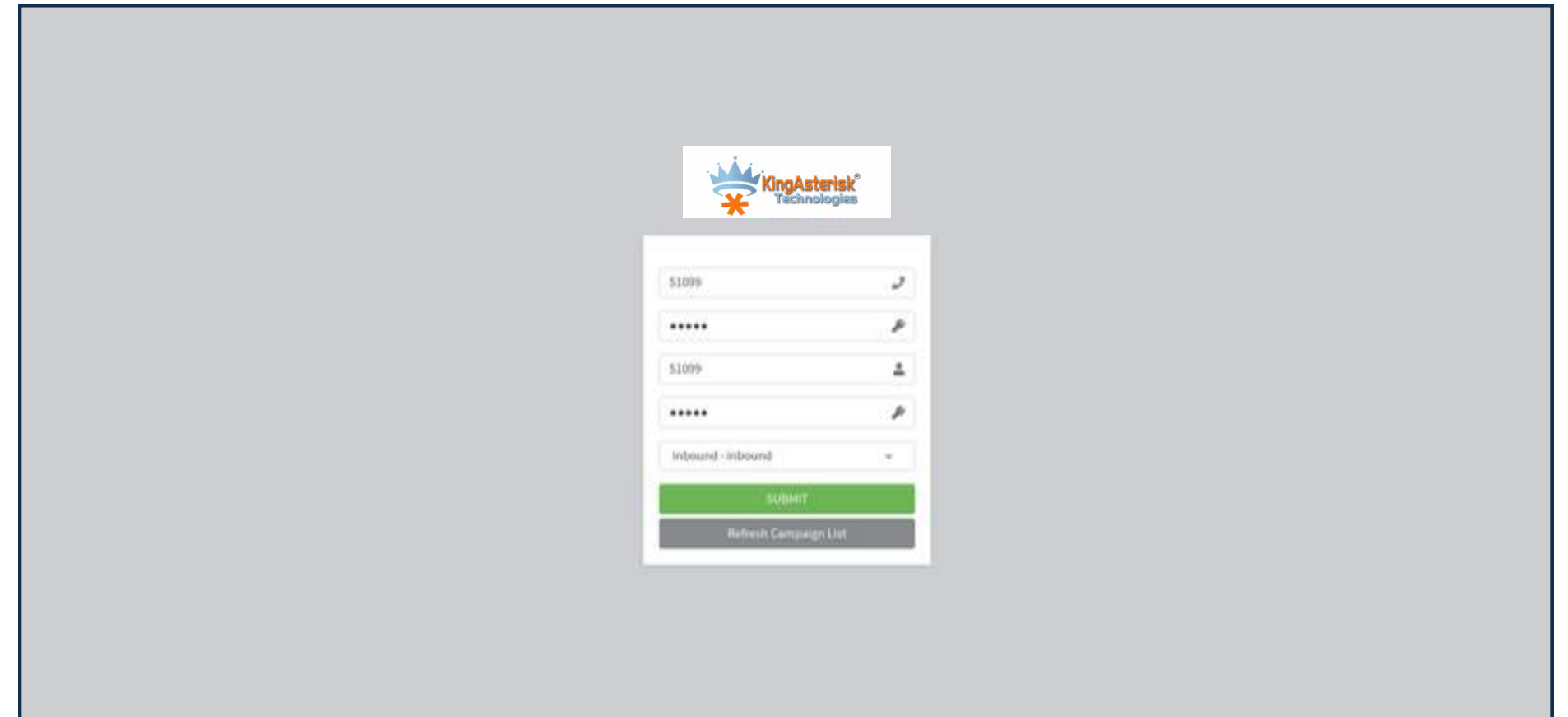
We understand that a single minute is essential for you too.

We Develop some different level of customized report with vicidial as per our most of client requirement. We provide support and services right after confirmation of the issue from you. Our dedicated support team is always available for assistance and gives support to your solution.



Agent

- 01** Web based phone auto login
- 02** Quick transfer buttons to internal and agent direct
- 03** Custom button for sending voicemail
- 04** 3-way and music on hold feature with quick transfer functionality
- 05** Auto api execution without pressing button and get response on agent screen



Agent Re-Login Screen

06

Quick Transfer via custom buttons instead of presets

07

Quick transfer with dispo with blind transfer

08

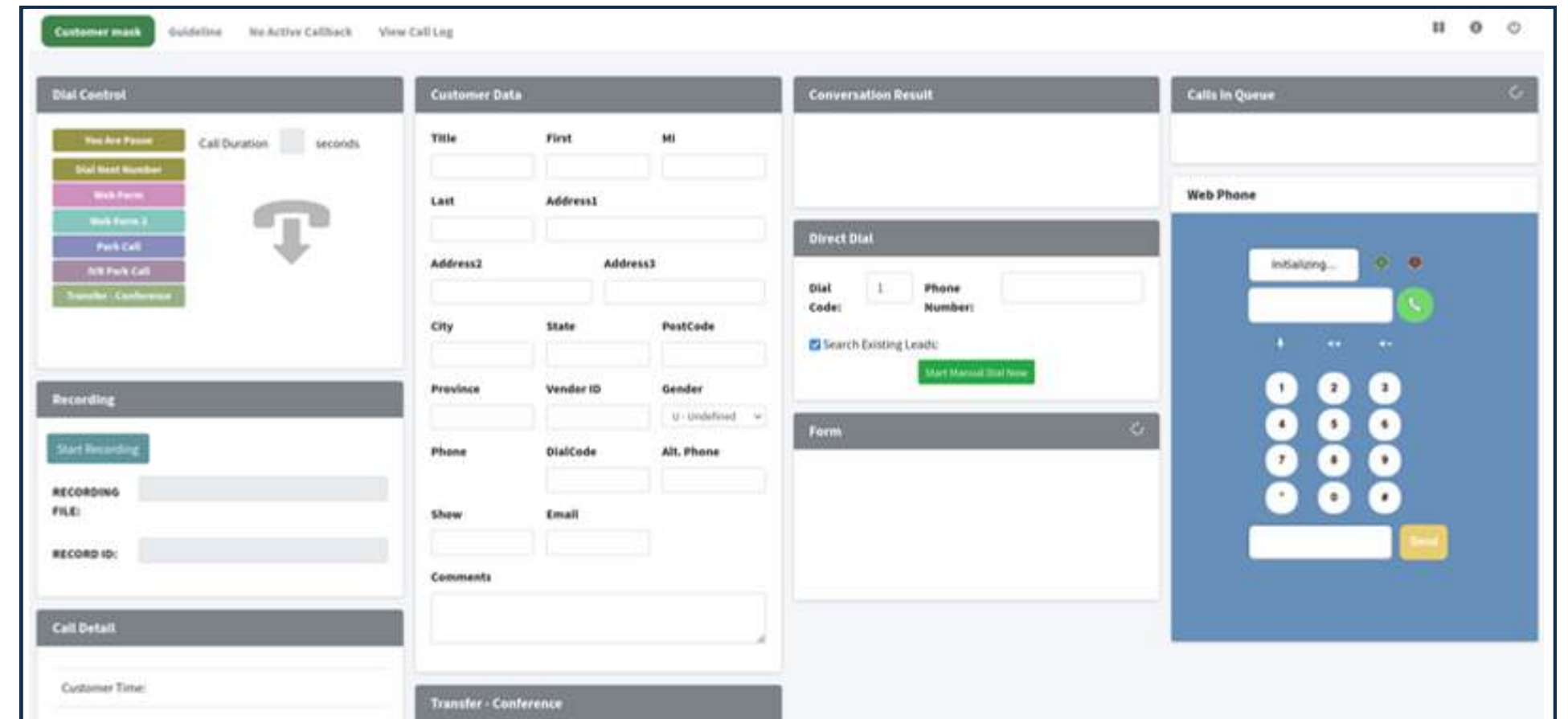
Quick transfer button for api posting

09

Script customization with html options

10

Script development with result insert in reports



Agent Web

11 Manual dialing via webphone

12 DTMF display on agent screen after getting call via IVR

13 DNC scrubbing for inbound calls and also blacklisting for calls

14 Custom selection for agent pause codes.

15 Custom dispo screen on multiple level of dispo, for example DNC has ADNC, VDNC, like wise.

The screenshot shows a web form titled "Select a Callback Date". At the top, there is a red banner with the text "Select a Date Below". Below this, there are three main sections:

- Select Date:** A date picker field with a blue icon on the left and a close icon on the right. The input field contains the placeholder text "mm / dd / yyyy".
- Select Time:** A time selection section with a green icon on the left and a close icon on the right. It includes three dropdown menus: "Hour:" (with "01" selected), "Minutes:" (with "00" selected), and a "PM" dropdown.
- MY CALLBACK ONLY:** A section with a yellow icon on the left and a close icon on the right. It contains a checkbox labeled "MY CALLBACK ONLY" which is currently unchecked, and a text input field labeled "CB Comments".

At the bottom of the form, there is a yellow "Submit" button and a small circular icon.

Live Demonstration

If you want to know how Dialer Software works, then you can watch our live demo.



Admin Portal:

Username : 6666

Password : 61pWoj6s0P

Agent Portal:

Phone Login : 10001

User Login : agent102

Phone Pass : comcom1234

User Pass : 102

Campaign : testcamp

CONTACT US



If you have any questions or concerns with us, we are right here to assist. Our team of professionals has years of experience in the Asterisk - VoIP industry.

You can reach out to us through the following channels:

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