



Call Center Dialer Software



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Improve your agent's productivity and handle more customer calls in less time for high volume with our leading call center dialer software

A call center dialer is an application that automates the process of dialing number in call center. A call center dialer is also known as an outbound dialer. Call center use dialers to automate the process of dialing numbers. A call center dialer connects customers to an interactive voice response system(IVR) or to a contact center with a live call center representative. Call center dialer ensure that more customer calls are made in a shorter time. It is an ideal tool to get in touch with your customers. We provide admin and agent portal in dialer. **The admin and agent web pages is available in English, Spanish, Greek, German, French, Italian, Polish, Portuguese, Brazilian Portuguese, Slovak, Russian, Dutch, Swedish, Traditional Chinese and Japanese.**

Why to Choose Us for Grow Your Business ?

- ✓ Easy to install & configure
- ✓ Customization as per client's requirement
- ✓ Secure, reliable & advanced service
- ✓ 24/7 live support
- ✓ Worldwide clients
- ✓ Quick response
- ✓ Solution for any query in fixed time
- ✓ Dedicated & experienced team

Features of Call Center Dialer



Real-Time Dashboard



Multiple Campaign Management



Contact List Management



Press 1 Campaigns



Call Recording



Callback Scheduling



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



Several real-time and summary reports available



Time Zone Management



Multiple User Creation



CRM Integration

Advantages of Call Center Dialer



Types of Call Center Dialer

1 Predictive Dialer

Predictive dialer is suitable for businesses that have high call volumes. A predictive dialing strategy collects a large amount of data like agents' average handling time, agents availability, and then start to place a call when the agent becomes available.

2 Auto Dialer

The auto-dialing software dials a series of phone numbers that are already uploaded to the database automatically. After the auto dialer system dials the phone number of a particular customer, the sales agent can see the information about the customer on his computer screen.

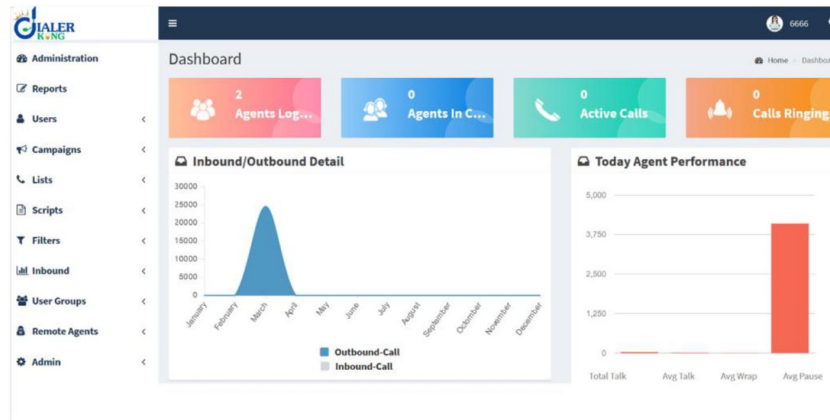
3 Power Dialer

Power dialers are also called preview dialers. They are the slowest option among sales dialers. Power dialing calls using one to one calling ratio, which enables your sales rep and call center managers to preview the lead. The call center agent can look through the lead information and decide if they need to reach out and call.

4 Progressive Dialer

Progressive dialers are a little bit more efficient and effective than a preview dialer. However, progressive and preview dialers are similar. Progressive dialers also use one to one call ratio. The main difference is that the phone call information is passed to the call center agent when making a phone call.

Why Choose Our Call Center Dialer



Activity Dashboard

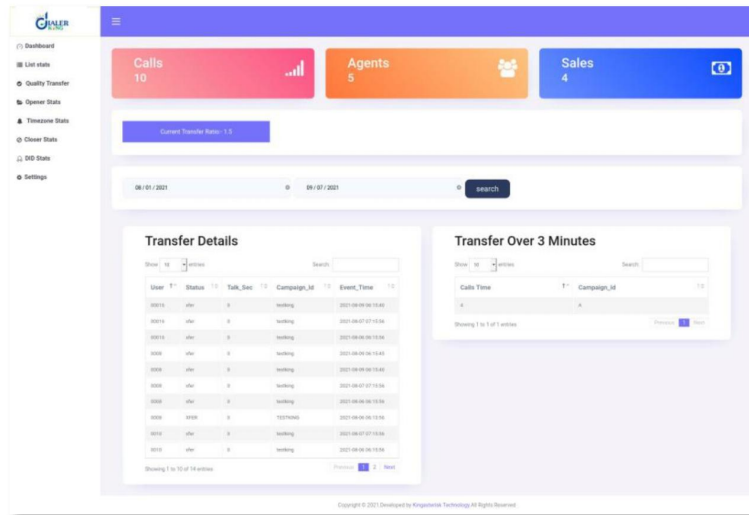
We provide activity dashboard with our call center dialer and it's help managers to monitor and analyse to the agent's activity. The manager can use the activity dashboard to monitor various activities along with assessing performance based on results and statistics.

Reports Management

We provide all types of reports in dialer like, real-time reports, inbound & outbound reports, agent's performance reports, time clock reports and other reports. User can analyse to their call center activities through this reports.

The screenshot shows the 'REPORTS MANAGEMENT' section of the Dialer King system. It includes a sidebar with navigation options: Administration, Reports, Users, Campaigns, Quality Control, Scripts, Inbound, User Groups, Remote Agents, and Admin. The main area displays a list of report types with expandable sections: Real-Time Reports, Inbound and Outbound Calling Reports, Agent Reports, Time Clock Reports, Other Reports and Links, and ADD New Reports. Below this, there is a table showing server statistics and reports.

SERVER	DESCRIPTION	IP	ACT	LOAD	CHAN	AGNT	DISK	OUTBOUND	INBOUND
Dialer	Dialer	92.42.108.161	Y/Y/Y	3-14%	0	0	27%	LINK	LINK
dialer1	dialer1	92.42.108.161	Y/Y/Y	3-14%	0	0	27%	LINK	LINK



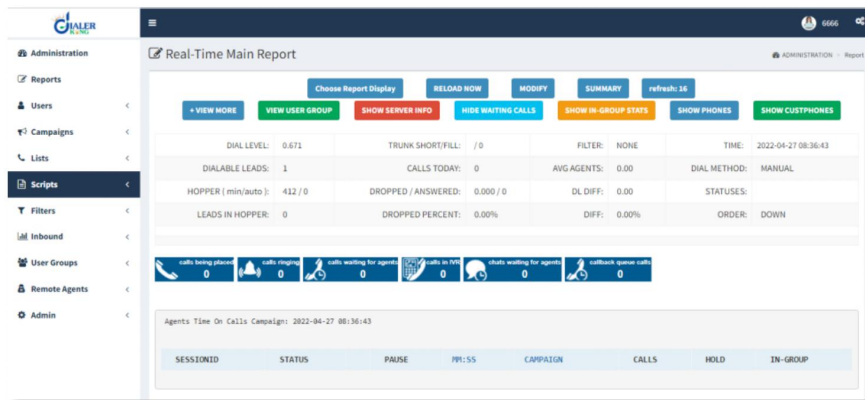
Customized Report

Dialerking provide customized report in call center dialer for increase call center productivity and agent's efficiency. We can customization of any reports of dialer as per client's requirement.

Agent's Screen

We provide customized and responsive agent's screen. Agent can know their calling activities by this screen. Agent's can easily call to the customers and can manage customer's data by this screen.

The agent's screen displays a customer profile for ID 3344345678. The main area contains a form with fields for Title, First, MI, Last, State, PostCode, Address1, Address2, Address3, City, Province, Vendor ID, DialCode, Alt. Phone, Show, Email, Gender, Date of Birth, Rank, Owner, and Last Call. There are also sections for Call Notes and Send OTMF. The sidebar on the left includes options like LEAD PREVIEW, Dial next Number, Transfer Conference, Webform, Webform 2, ParkCall, Hangup Customer, Hide Calls In Q, Agents View, WebPhone View, and Agent Time. The top right shows a 'Welcome Agent 6060' message and a 'Transfer conference' button.

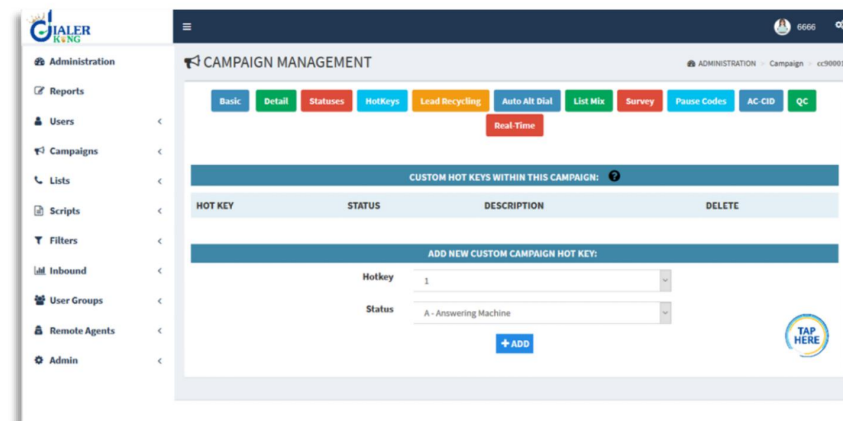


Real-Time Report

Real Time Reporting keeps live calling statistics on hand at all times. Real Time Reports display both numerical and visual data making it quick and easy to determine the effectiveness of your current campaigns.

Campaign Management

User can create and manage multiple campaigns with campaign management feature. Users can easily customize marketing campaigns according to their need. User can manage multiple campaigns in call center dialer and modified to its. User can run multiple campaigns at the same time.



Watch Our Demo & See How Does It Work?



Watch Our Call Center Dialer's Demo



Dialerking provide call center dialer's demo for more understand to dialer.

We provide live demonstration of our call center dialer on our site for testing.

If you can watch our live demo, then click on this link:

<https://www.dialerking.com/demo.php>

Get In Touch

Contact us with any questions or inquiries.

We would be happy to answer your questions and set up a meeting with you. We will always be ready for your support and give response.

Contact Us By,



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