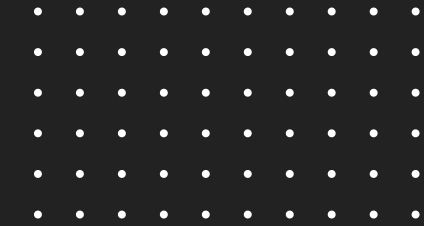




CALLPLUS DIALER



CALLPLUS

BOOK COVER

A GUIDE TO ALL FEATURE OF
CALLPLUS DIALER



+91 8406831511
+91 6207123633



www.callplus.in



CALLPLUS DIALER

CALLPLUS CALL CENTER SOLUTIONS – FULL FEATURE DOCUMENTATION

INTRODUCTION

CALLPLUS CALL CENTER SOLUTIONS PROVIDE A COMPREHENSIVE PLATFORM FOR MANAGING CUSTOMER INTERACTIONS, CAMPAIGNS, AND SYSTEM OPERATIONS. WITH A ROBUST SUITE OF FEATURES, CALLPLUS HELPS BUSINESSES ACHIEVE GREATER EFFICIENCY, IMPROVED CUSTOMER SERVICE, AND STREAMLINED WORKFLOWS.

CORE FEATURES

CALLING FEATURES

- HOLDING RINGTONE
- CALL TRANSFER
- PREDICTIVE DIALER MODE
- PROGRESSIVE DIALER MODE
- CUSTOM FILE UPLOAD



+91 8406831511
+91 6207123633



www.callplus.in



CALLPLUS DIALER

CAMPAIGN MANAGEMENT

- MANAGE CAMPAIGNS:
CREATE, MONITOR, AND MANAGE CAMPAIGNS FOR
TRACKING PROGRESS AND PERFORMANCE.
- SWITCH CAMPAIGNS
- CHECK CAMPAIGNS
- CHECK LOT
- BATCH ACTIVE/INACTIVE
- CAMPAIGNS DETAILS
- DOWNLOAD PENDING LEADS
- PURGE LEAD
- CALLBACK TRANSFER



+91 8406831511
+91 6207123633



www.callplus.in



CALLPLUS DIALER

DISPOSITION MANAGEMENT

- MANAGE DISPOSITION
- MANAGE SUB DISPOSITION
- MANAGE SUB SUB DISPOSITION

USER MANAGEMENT

- MANAGE USERS
- RELEASE USERS
- STAR USERS
- USER DETAILS

DIALER MODES AND TRUNKS

- DIALER MODES
- MANAGE TRUNKS
- MANAGE EXTENSIONS
- MANAGE TRUNK AND EXTENSION GROUPS
- RECORDING GROUPS
- PAGE GROUP MANAGEMENT

HOURS AND HOLIDAY MANAGEMENT

- MANAGE VOICE FILES
- HOLIDAY PROFILES
- WORK HOURS PROFILES



+91 8406831511
+91 6207123633



www.callplus.in



CALLPLUS DIALER

SYSTEM FEATURES

- DID ROUTING
- BLACKLIST AND WHITELIST MANAGEMENT
- REDIAL HANDLER
- DIAL SEQUENCE
- BREAK HANDLER
- TERMINATE POPUP
- MANAGE ROLE PERMISSIONS
- GLOBAL SETTINGS

RECHURN FEATURES

- RECHURN BY DISPOSITION
- RECHURN BY CALL STATUS
- RECHURN INVALID LEADS

UPLOADS

- UPLOAD NUMBER DIALER
- UPLOAD NUMBER BLASTER
- UPLOAD NUMBER(EXCEL)
- UPLOAD NUM(CSV)



+91 8406831511
+91 6207123633



www.callplus.in



CALLPLUS DIALER

LIVE MONITORING PANELS

- AGENT PERFORMANCE PANEL
- CALL WAITING PANEL
- SYSTEM HEALTH PANEL
- EXTENSION REGISTRATION STATUS PANEL

REPORTING TOOLS

- AGENT PERFORMANCE REPORT
- CALL RECORDING REPORT
- CDR REPORT
- LOGIN & LOGOUT REPORT

NOTE

CALLPLUS DEVELOPER CUSTOMIZE DAILER
ON YOUR DEMAND

© 2024 CALLPLUS SOLUTIONS. ALL RIGHTS RESERVED.



+91 8406831511
+91 6207123633



www.callplus.in