



Your Trusted Partner for

ADVANCED CALL CENTER SOLUTIONS

<https://dialerking.com>

ABOUT COMPANY

With over 15 years of experience in Asterisk and Vicidial, Dialerking Technology is a leader in the dialer solutions domain. Our commitment to innovation and client satisfaction is also advancing.

Dialerking offers worldwide dialer software solutions, including call center dialers and customized ViciDial solutions. We specialize in advanced systems like Predictive Dialer, SoundBox Dialer, Multilanguage dialer solution, A2billing, and comprehensive call center, Contact Center and BPO services. Our expertise extends to CRM integrations, IVR solutions, voice broadcasting, GoAuto Dialer, and Asterisk solutions. We provide cutting-edge technology and expert support tailored for contact centers, BPO centers, and businesses globally.

We provide Custom ViciDial Theme, enhancing user experience and brand identity, Our core services include DID Management solutions and cluster dialer setups. We can set up a Customize Dialer on your dedicated server, typically within 4 hours.



CALL CENTER DIALER SOFTWARE SOLUTIONS

DialerKing stands as the epitome of excellence, offering the best software solution for every call center. Our call center dialer software is a game-changer, seamlessly blending cutting-edge technology with user-friendly features.

A dialer software can improve efficiency by automating the process of dialing phone numbers, reducing the time agents spend manually dialing numbers, and allowing them to focus on more important tasks such as talking to customers. It can also optimize the process of call routing, call reporting, and call monitoring, allowing managers to identify areas where efficiency can be improved.



TYPES OF DIALER



01

02

03

04

05



**PREDICTIVE
DIALER**



**AUTO
DIALER**



**PREVIEW
DIALER**



**POWER
DIALER**



**PROGRESSIVE
DIALER**



WHY CHOOSE OUR CALL CENTER DIALER

Discover the benefits of our advanced call center dialer. boost productivity, enhance customer experience, and scale effortlessly with features like predictive dialing, CRM integration, and real-time analytics.



WATCH OUR
DEMO!



Dashboard/Dashboard

Search

TODAY'S TOTAL CALLS: 24

MISSED CALLS: 16

ANSWERED CALLS: 5

LIVE CALLS: 0

Statistics

Today's Call Details

Browser Usage

Memory Usage: 563256 BYTES

System Load (1 min): 0%

Disk Usage: 33%

CPU Usage: 0%

Running Progress: 16 BYTES

2024 RealPBXPro.com

LIVE DASHBOARDS

Outbound Calling Report

Report > Outbound Calling Report

Outbound Calling Report

Dates: from 30-07-2024 until 30-07-2024

Campaigns: -- ALL CAMPAIGNS -- 002406 - testAsterisk 021999 - 021999 12345678 - 12345678112 1607 - test_camp

Lists(optional, possibly slow): -- ALL LISTS -- 800 - 800 998 - Default Manual list 999 - Default inbound list 1608 - 1608

Include Drop Rollover: NO

Bottom Graph: NO

Carrier Stats: NO

Search archived data:

Retrieve evaluation

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INBOUND-OUTBOUND CALLING REPORT

CAMPAIGN

ADMINISTRATOR

6666 Administrator

Dashboard

Statistics

Users

Campaigns Main

Add A New Campaign

Copy Campaign

Real-Time Campaigns Summary

CID Groups

Lists

Leads

BlackList

Guidelines

Filters

Teams

In-Groups

DID

Call Menu

CAMPAIGN CAMPAIGN LISTINGS

Add A Campaign Copy Campaign Delete Campaign

LIST OF CAMPAIGN

Show 100 entries Search:

#	CAMPAIGN ID	NAME	ACTIVE	GROUP	DIAL METHOD	PROGRESS	LEADS READY	LEADS ENDED	WORKLOAD	LI
<input type="checkbox"/>	002406	testAsterisk	Yes No	testAsterisk	INBOUND_MAN	100%	1	6	5 Users 79 Calls	1
<input type="checkbox"/>	021999	021999	Yes No	ADMIN	INBOUND_MAN		0	0	2 Users 43 Calls	1
<input type="checkbox"/>	12345678	12345678112	Yes No	testAsterisk	INBOUND_MAN		0	0	1 Users 1 Calls	1
<input type="checkbox"/>	1607	test_camp	Yes No	ADMIN	MANUAL	100%	0	0	0 Users 0 Calls	0
<input type="checkbox"/>	1608	1608_camp	Yes No	ADMIN	MANUAL		0	0	2 Users 45 Calls	0
<input type="checkbox"/>	2000	testing	Yes No	testAsterisk	ADAPT_HARD_LIMIT	100%	0	0	1 Users 2 Calls	1
<input type="checkbox"/>	2003	Upselling_1	Yes No	ADMIN	MANUAL		0	0	1 Users 59 Calls	0
<input type="checkbox"/>	3001	testAnkit	Yes No	3001	RATIO	100%	0	0	4 Users 93 Calls	1
<input type="checkbox"/>	70707	testkeva	Yes No	ADMIN	MANUAL		0	0	221 Users 221 Calls	0
<input type="checkbox"/>	hiral123	hiral123	Yes No	ADMIN	MANUAL		0	0	1 Users 89 Calls	0
<input type="checkbox"/>	in_test	in_test	Yes No	--ALL--	INBOUND_MAN		0	0	3 Users 282 Calls	1
<input type="checkbox"/>	inbound	inbound	Yes No	ADMIN	INBOUND_MAN	100%	5	49	11 Users 494 Calls	1
<input type="checkbox"/>	outbound	outbound	Yes No	ADMIN	RATIO	100%	0	2	9 Users 3144 Calls	4
<input type="checkbox"/>	progress	progress	Yes No	ADMIN	RATIO		0	0	3 Users 31 Calls	1
<input type="checkbox"/>	testcamp	testcamp	Yes No	ADMIN	MANUAL		0	154	15 Users 3113 Calls	0
<input type="checkbox"/>	testing1	testing1	Yes No	testAsterisk	ADAPT_AVERAGE	100%	0	0	0 Users 0 Calls	1
<input type="checkbox"/>	vtiger	vtiger	Yes No	ADMIN	INBOUND_MAN	100%	10	145	5 Users 414 Calls	1

Showing 1 to 17 of 17 entries Previous 1 Next

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CAMPAIGN MANAGEMENT

Real-Time Main Report

Search

Choose Report Display Options

Reload Now

Modify

Summary

Dial Level: 0.500

Trunk Short/Fill: 0 / 0

Dialable Leads: 97717

Calls Today: 2

Hopper (min/auto): 55/1

Dropped/Answered: 0.000/0

Leads in Hopper: 98

Dropped Percent: 0.00%

Filter: None

Time: 2024/07/04 18:33:53

AVG Agents: 0.37

Dial Method: Inbound_Man

DL DIFF: 0.18

Statuses: New

DIFF: 48.48%

Order: Down

No Live Calls Waiting No Live Chats Waiting

Agents Logged In: 20

Agents In Calls: 07

Agents Waiting: 13

Paused Agents: 05

Agents In Dead Calls: 02

Agents In Dispo: 10

Agent Time On Calls Campaign : 2024/07/04 18:38:53

Station	User Show Id Info	SESSIONID	Status	MM-SS	Campaign	Calls	Hold	In-Group
SIP/1001	Pixatik +	8600051	Dial	M	0:03	TESTCAMP	1	

1 Agent logged in on all servers

CUSTOMIZED REPORT

Real-Time Dashboard

Dashboard

Reports

Campaigns

Lists

Scripts

Filters

Inbound

User Groups

Remote Agents

Admin

Users

Inbound Calls: 567

Outbound Calls: 2,586

Calls: 1256

Average Talk Time: 00:07:30

Call Length: 00:05:02

Total Payments: \$11,273

Call Backs: 128

Call Queue: 256

In Call: 52%

In Mail: 38%

REAL-TIME DASHBOARD



DIALER KING Reports English

Choose Report Display Options | Reload Now | Modify | Summary

[+ View More](#) | [Show User Group](#) | [Show Server Info](#) | [Hide Waiting Calls](#)

[Show In-Group Stats](#) | [Show Phones](#) | [Show Cust Phones](#) | [Show Cust Info](#)

DIAL LEVEL	0.500	TRUNK SHORT / FILL	0/0	FILTER	None	TIME	2024/07/04 18:33:53
MAX LEVEL	3	CALLS TODAY	2	AVG AGENTS	0.37	DIAL METHOD	Inbound_Man
DIAL TIMEOUT	60.0000	DROPPED / ANSWERED	0.000/0	DL DIFF	0.18	STATUSES	New
DIALABLE LEADS	97717	DROPPED PERCENT	0.00%	DIFF	48.48%	ORDER	Down
HOPPER	55/1	DROPPED MAX	3%	LOCAL TIME	12pm-5pm	INTENSITY	0
LEADS IN HOPPER	98	TAPER TIME	2100	TARGET DIFF	0.0000	AVAIL ONLY	N

Logged In Agents: 120 | Agent In Call: 86 | Agent Waiting: 25 | Agent Dispo Call: 187 | Agent Paused: 235 | Dead Agents: 42

STATION	USER SHOW ID INFO	USER GROUP	SESSIONID	STATUS	PAUSE	CUST PHONE	SOURCE ID	ENTRY DATE	STATE	SERVER IP
SIP/gs103	1607	Admin	8600051	Paused						192.168.29

REAL-TIME REPORT

DIALER KING English

Total Calls: 186 | Call Backs: 109 | Total Time: 02:26:09 | Call In Queue: 98

Disposition Call

PAUSED

Customer Information

+91 |

First: Last:

MI: Title:

Address 1: Address 2:

Address 3: City:

State: Post Code:

Province: Vender ID:

Dial Code: Alt. Phone:

Show: Email:

Comments:

1 2 3
4 5 6
7 8 9
*** 0 #**

AGENT SCREEN

VICIDIAL CUSTOMIZATION

Custom Vicidial software by Dialerking Technology is a customized communication solution for businesses. It enables efficient call management, lead management, agent performance tracking, and campaign customization and ensures a user-friendly and scalable platform. We specialize in Vicidial installation and configuration as per the client's requirements.

HOME | Timeclock | Chat | Logout (6666) | Change language Thursday March 31, 2016 9:04:41 AM

ADMINISTRATION

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

Agents Logged In: 1, Agents In Calls: 0, Active Calls: 0, Calls Ringing: 0

System Summary:

Records	Active	Inactive	Total
Users:	109	2	111
Campaigns:	154	72	226
Lists:	192	343	535
In-Groups:	53	5	58
DIDs:	69	0	69

Total Stats for Today: [\[view max stats\]](#)

Total Calls	Total Inbound Calls	Total Outbound Calls	Maximum Agents
0	0	0	1

Total Stats for Yesterday: [\[view max stats\]](#)

Total Calls	Total Inbound Calls	Total Outbound Calls	Maximum Agents
8 / 0	0	0	1

VERSION: 2.12-547a
BUILD: 160330-1559
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Search

Agents Logged In: 3, Inbound Calls: 10, Outbound Calls: 17, Total Calls: 30

System Summary

Records	Active	Inactive	Total
Users	7	2	9
Campaigns	4	1	4
Lists	5	7	12
In-Groups	3	2	3
DIDs	3	4	3

Call Performance

Inbound Calls Performance, Outbound Calls Performance, Agents Logged In Performance

Agent in calls: 10, Agent on paused: 3, Agent waiting: 7, Total agent online: 9, Calls ringing: 5, Dialable Leads: 2, Total leads: 7, Leads in hopper: 10, Calls Today: 50, Live inbound: 20, Live outbound: 30, Call in incoming queue: 10

Hardware Information

Usage

- Memory Usage: 3.65 GiB / 3.8 GiB (94.884536971048%)
- System Load: 180%
- Server CPU Usage: 0.16%
- Disk Usage: 58%
- Number of Process Running: 571

AGENT, LEADS, CALLS

GERMAN

MULTILANGUAGE DIALER SOLUTION

Dialerking transfigures call centers with our multi-language dialer. We can customize vicidial theme in any language the client prefers. We have already worked with many languages like Spanish, German, Malay, Russian, Filipino, Greek, Dutch, etc.

SPANISH

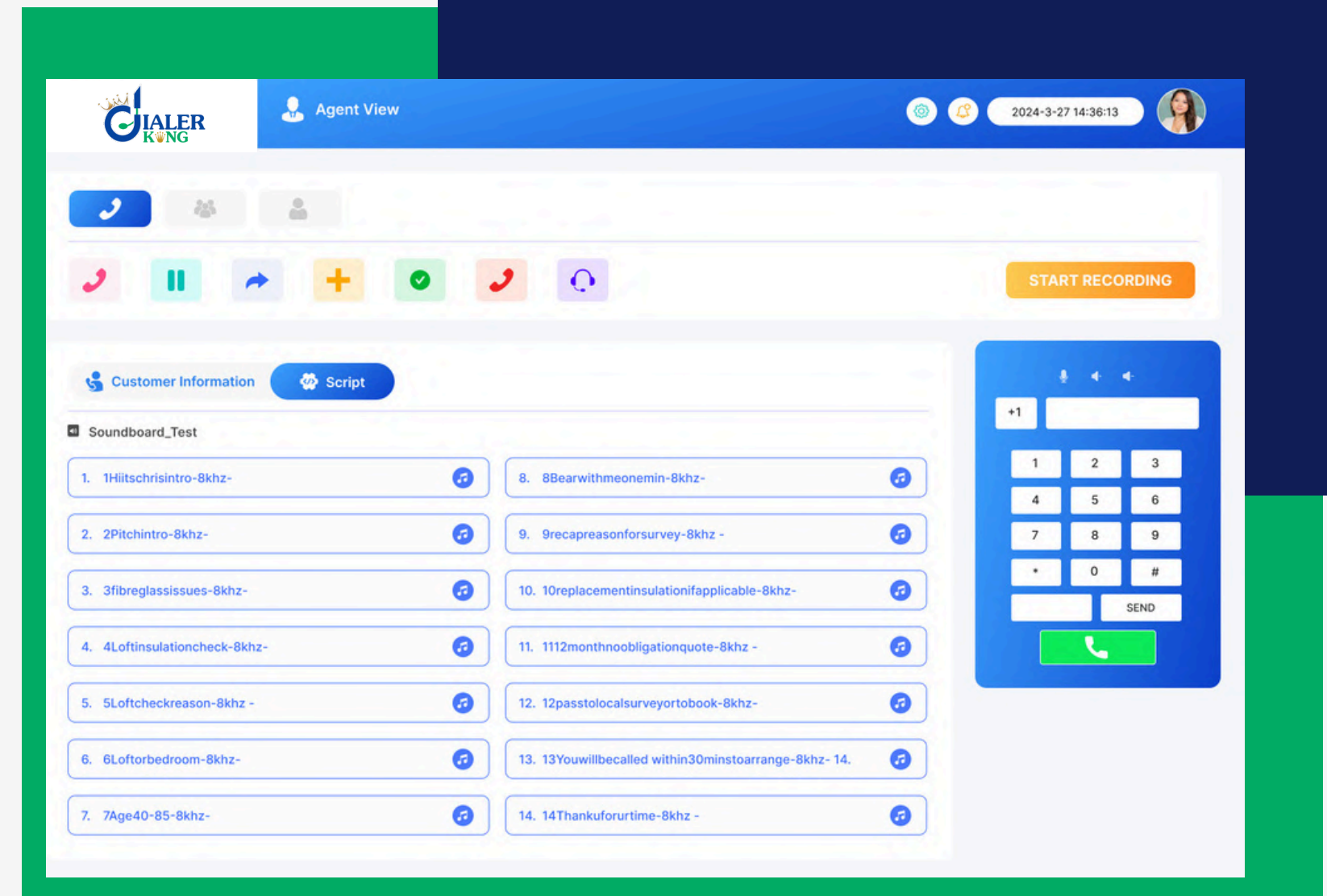
SORBO	Agente	Grupo de usuarios	ESTATUS	Identificador del prospecto	Número de cliente	Identificación del agente	qpat	mms	Campaña	APELACIONES	En grupo
SIR2901	2901	ADMINISTRACIÓN	PAUSADO	0				248	Cámara de grúa	25	

**WATCH OUR
DEMO!**

SOUNDBOX DIALER

Our SoundBox Dialer optimizes outbound calls, ensuring seamless connectivity. Through intelligent algorithms and user-friendly interfaces, this dialer enhances the dialing processes, maximizing agent productivity. Experience efficient call handling, real-time analytics, and reporting.

[WATCH OUR DEMO!](#)



ASTERISK DEVELOPMENT INSTALLATION AND CONFIGURATION

AGI & AMI

Using Asterisk Gateway Interface and Manager Interface for external application integrations.

Asterisk Configuration

Fine-tuning system settings for optimal performance and scalability.

Dial plan Customization

Designing and modifying call flow logic for specific business requirements.

Cluster Setup

Implementing high availability and load balancing across multiple Asterisk servers.

API Integration

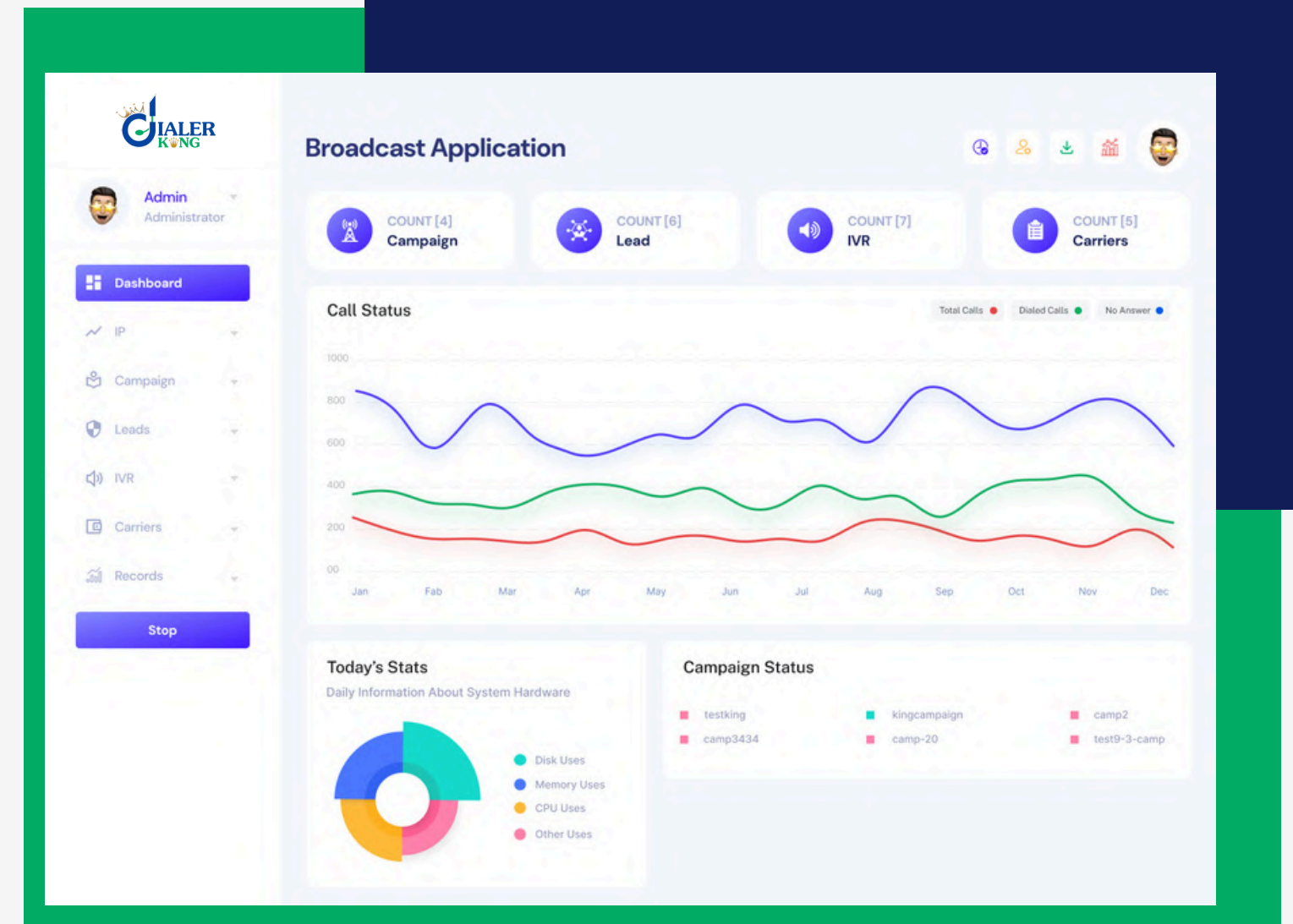
Connecting Asterisk with external APIs for enhanced functionalities.

Training

Providing hands-on knowledge for managing and developing Asterisk-based solutions.

VOICE BROADCASTING SOLUTION

Voice broadcasting is a communication technique used to send pre-recorded voice messages to a large group of recipients simultaneously. It is widely used for marketing, alerts, reminders, political campaigns, and customer support.



ADVANCED IVR SOLUTIONS

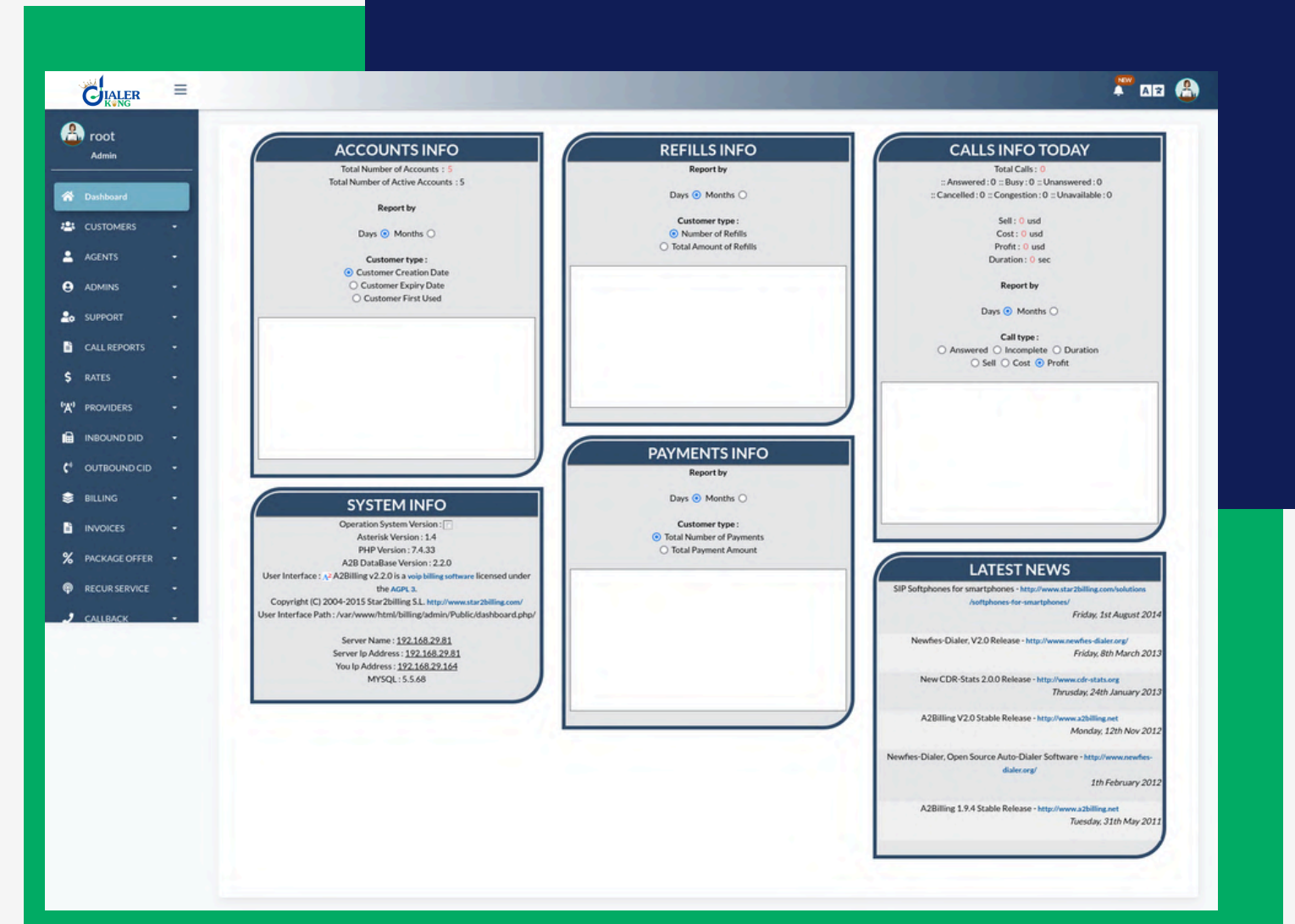
IVR (Interactive Voice Response) is a technology-based system that allows callers to interact with a company's automated voice response system through voice or touch-tone inputs. IVR are commonly used in customer service departments to handle high call volumes and route calls to the appropriate department or agent. IVR systems can also provide customers with self-service options, such as checking account balances or making payments. The goal of an IVR solution is to improve customer experience by providing quick and efficient resolutions to their queries or concerns.



A2BILLING SOLUTION

A2Billing is an open-source billing and customer management platform primarily designed for VoIP (Voice over IP) service providers. It integrates seamlessly with Asterisk, an open-source telephony platform, to deliver advanced telecommunications services.

[WATCH OUR DEMO!](#)



We provide call center dialer software on the client-server. We can modify the dialer as per our client requirements like functionality, reports & custom GUI.

We are not dealing in VoIP routes, DID, servers, or any hardware, and also do not provide any rent base dialer.

Our dialer hasn't any restriction on the number of Agents. It depends on your hardware as well if you have up to 100 agents then we make Cluster solutions for you. !!





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