ViciDial® is a complete Open Source inbound and outbound call center suite.

The agent interface is completely web-based and gives real-time information and functionality with nothing more than a web browser on the agent's client computer.

The management interface is also web-based and offers the ability to view several real-time and summary reports as well as hundreds of detailed call handling and agent options and settings.

ViciDial can function as an ACD for inbound calls or for calls coming from another ViciDial agent, and even allows for remote agents logging in from remote locations as well as remote agents that may only have a phone.

There are currently over 700 installations of ViciDial in production in over 70 countries around the world, some with over 300 agent seats, and several with multiple locations.

**Major ViciDial Features:**
- Inbound, Outbound and Blended call handling
- Outbound agent-controlled, broadcast and predictive dialing
- Full USA FTC-compliance capability
- Web-based agent and administrative interfaces
- Ability to have agents operate remotely
- Integrated call recording and retrieval
- Three-Way calling within the agent application
- Scheduled Callbacks: Agent-Only and Anyone
- Scalable to hundreds of seats
- Ability to use standard Telco(T1/E1) lines and VOIP (SIP/IAX) trunks
- Open-Source AGPL licensed, with no per-seat or other software licensing costs