

VICIdial Open Source Call Center Suite

• www.vicidial.com • +1 863-393-9330 • (888)894-8424 •

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

Logged in as User: 6666 on Phone: IAX2/cc350 to campaign: TESTCAMP

[GROUPS](#) [LOGOUT](#)

VICIdial SCRIPT 2009-02-12 02:29:55 session ID: 8600051 Calls in Queue: 0 NO LIVE CALL

STATUS: seconds:

PAUSE **RESUME** Customer Time: Channel:

ALT PHONE DIAL
RECORDING FILE:

RECORD ID:
START RECORDING

WEB FORM

PARK CALL

TRANSFER - CONF

HANGUP CUSTOMER

SEND DTMF

Customer Information:
Title: First: MI: Last:
Address1:
Address2: Address3:
City: State: PostCode:
Province: Vendor ID: Gender: U - Undefined
Phone: DialCode: Alt. Phone:
Show: Email:
Comments:

1 ACTIVE CALLBACKS
MANUAL DIAL FAST DIAL

ENTER A PAUSE CODE

VICIDIAL web-client version: 2.0.5-197 BUILD: 90209-0132 Server: 10.0.0.6
[Show conference call channel information](#)

HOT KEYS INACTIVE

Alert is OFF **MUTE**