

### VAC Dialer Default Features:

- 1) Interactive Voice Response (IVR)
- 2) Time condition based IVR (eg: Office Hours & After Office Hours )
- 3) Automated Routing System (After Office hours) (ARS)
- 4) Music On Hold 
  - Default
  - Customized
- 5) Transfer to Voice mail
- 6) Skill based call routing per inbound group and campaign
- 7) Specific Hold on music 
  - Campaign wise
  - In-group wise
- 8) Multiple campaigns for multiple list
- 9) Android phone as SIP Phones (Requires Wifi or Public IP with high Bandwidth)
- 10) Custom call dispositions per campaign
- 11) Agent wrap-up time per campaign
- 12) Campaign wise DNC list
- 13) Real time campaign display screens
- 14) Predictive dial
- 15) Progressive dial
- 16) Manual dial
- 17) Contact data popup
- 18) Recording 
  - In-group wise for incoming
  - Campaign wise for outgoing
- 19) web-form
- 20) Popup 3<sup>rd</sup> party application web link (Get call launch)
- 21) Survey call with IVR
- 22) Real Time Monitoring
- 23) Schedule callback
- 24) Preview leads (For manual dial only)
- 25) Faster hang-up and disposition keys(Hotkeys)
- 26) Pause codes
- 27) Three party conference
- 28) Three party blind conference
- 29) Lead import from web based API
- 30) Web based administration

- 31) Web based data export utilities
- 32) Recycling the list(depends on status)
- 33) Agent performance report
- 34) Autodial list wise report
- 35) Team performance report
- 36) Call-Monitor
- 37) Call-Barge
- 38) Call-Whisper
- 39) View queue calls
- 40) Grab calls from queue
- 41) Re-queue calls

Signature of Sales Executive

Signature of the Customer