



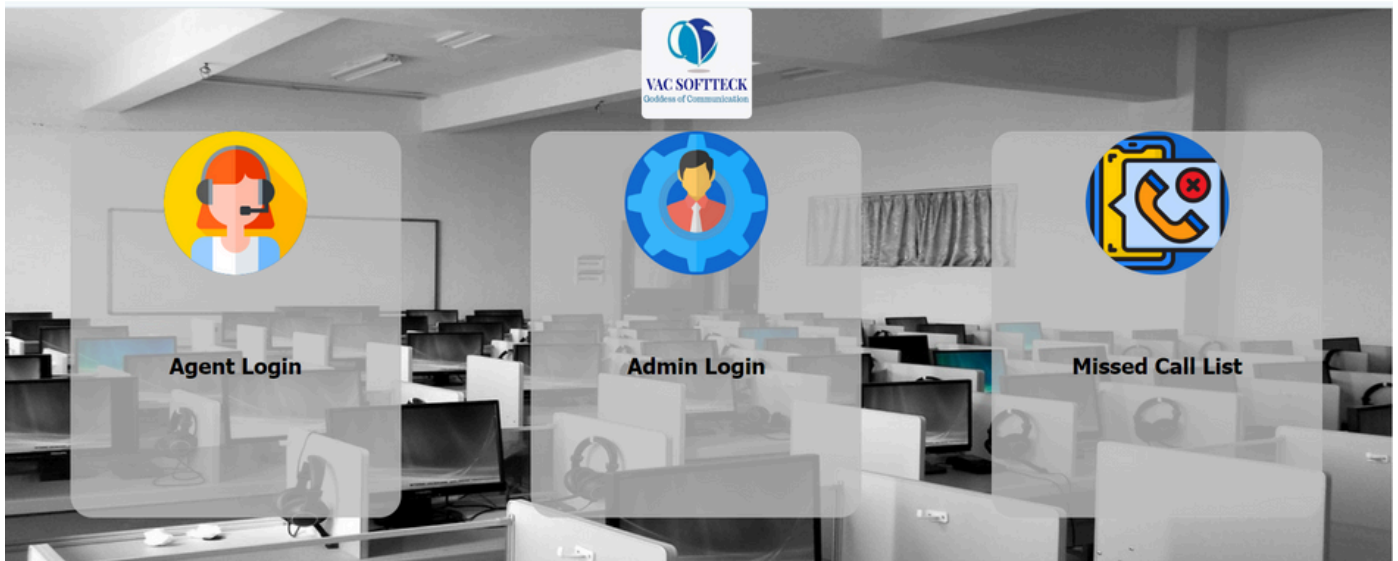
**VAC SOFTTECK**  
Goddess of Communications

# Seamless Solutions for **Customer Delight**

VAC Call Center serves as a centralized hub where incoming and outgoing calls are managed, routed, and monitored efficiently. These solutions are crucial for businesses across various industries, ranging from customer support to sales and technical assistance.



# VAC Dialer Screen



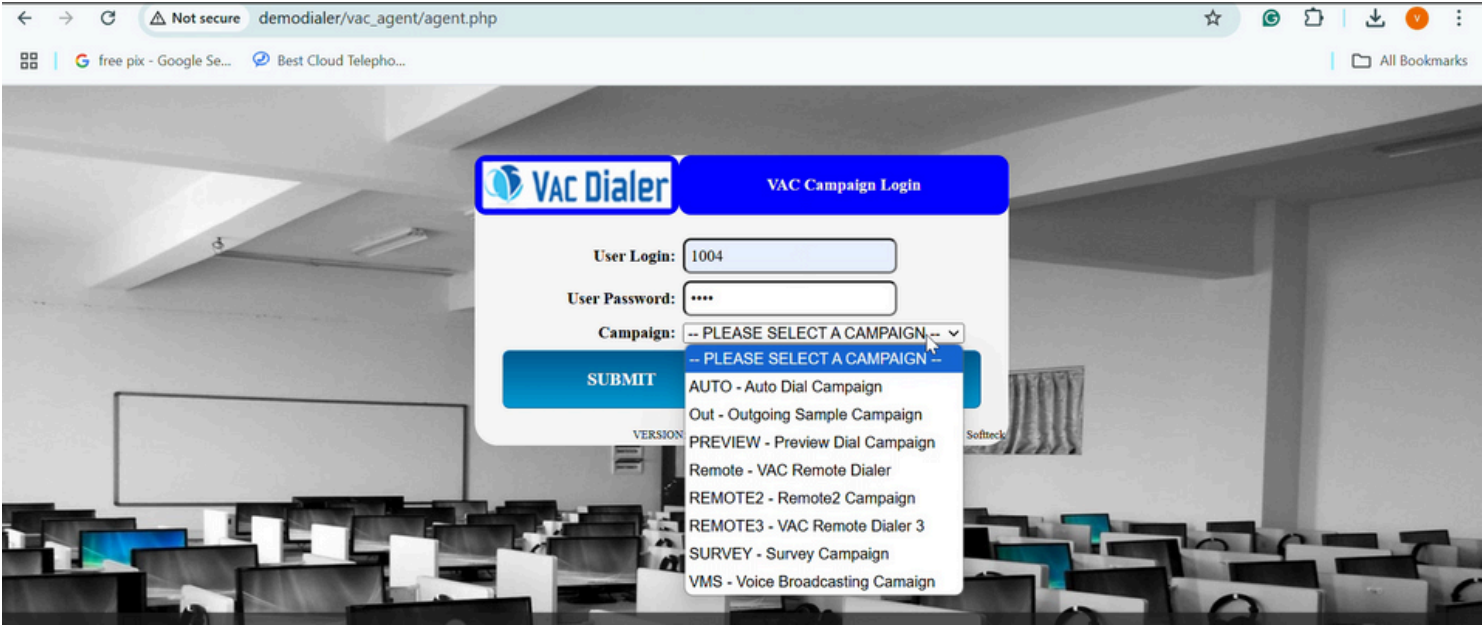
**Agent Login:** Allows agents to securely log in, access calls and manage customer interactions.

**Admin Login:** Provides administrators with access to manage users, monitor activity and configure dialer settings.

**Missed Call:** Displays missed calls, enabling agents to quickly follow up and ensure no customer queries are overlooked.

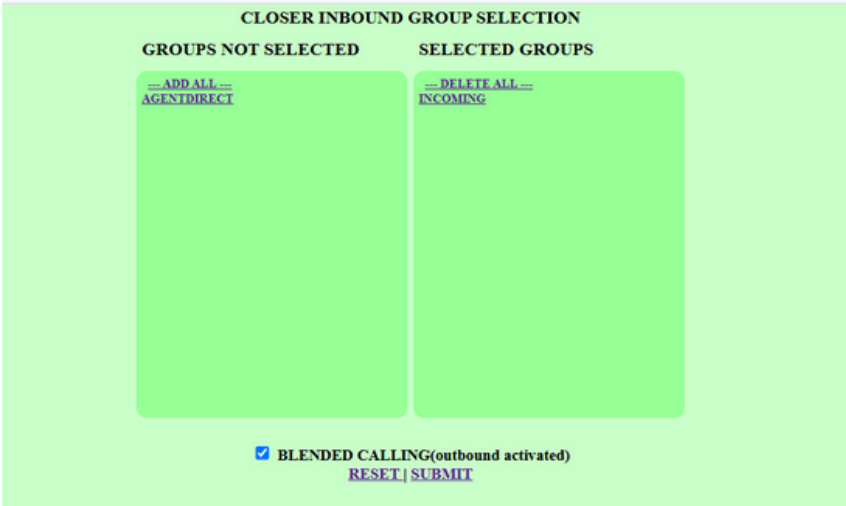
These features streamline access and improve responsiveness within the dialer platform.

# CLOSER INBOUND GROUP SELECTION



The agent's user login and password in VAC dialer provides secure, personalized access for agents to log into the dialer system and access assigned campaigns.

The Campaign feature organizes and categorizes outbound or inbound calls based on objectives, enabling agents to focus on specific customer groups and streamline their workflow within the dialer.



It features two columns for managing call groups: Groups Not Selected (e.g., "AGENTDIRECT") and Selected Groups (e.g., "INCOMING"). Users can quickly add or remove all groups using Add All or Delete All options. The Blended Calling checkbox enables both inbound and outbound calling capabilities. At the bottom, Reset and Submit buttons allow users to either clear or save their group selections, enhancing flexibility for tailored call center setups.

## AGENT SCREEN

Logged in as User: 1004 on Phone: SIP/104 to campaign: OUT

2024-11-20 14:41:48 session: 10000051

GROUPS LOGOUT NO LIVE CALL seconds:

**Calls in Queue: 1**

STATUS: **You are Paused** **You are Active**

Park Call

Transfer Or Conference

RE-QUEUE CALL

Hangup Customer

Send DTMF

Customer Time: Channel: 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: Call Notes: [view notes](#)

7 ACTIVE CALLBACKS

AGENT TIME DIAL VIEW CALL LOG SHOW CALLS IN QUEUE HOT KEYS INACTIVE MUTE AGENTS VIEW

Calls in Queue shows the number of waiting calls

These fields can be modified

### Used to manage customer calls.

#### 1. Status :

- The yellow color at the top left displays the agent's current status. In this case, it reads "You are Paused," indicating the agent is not active in calls at the moment.

#### 2. Customer Information :

- Agents can fill in customer details such as name, address, phone numbers, email, and other fields relevant to customer identification and contact.
- These fields can be expanded or modified.

#### 3. Action Buttons:

- Park Call: Temporarily holds the call.
- Transfer or Conference: Transfers the call to another agent or adds another person to the call. The details of the agent will be shown in the right hand side of the screen.
- Re-Queue Call: Places the call back in the queue for later handling.

#### 4. Call Control Panel:

- The "DIAL" button at the bottom center allows the agent to initiate a call.
- Agent Time and View Call Log: Helps agents track time and view previous calls.
- Show Calls in Queue: Displays current calls in the queue.

#### 5. Call Queue and Callbacks:

- At the top, the "Calls in Queue" section shows the number of waiting calls.
- Below, a section displays "7 Active Callbacks," which likely shows scheduled follow-up calls that the agent needs to handle.

This screen provides all the essential tools for a call center agent to handle customer interactions efficiently. It integrates customer data management, call handling, and action logging in one interface, supporting seamless workflow and customer service.



## OTHER AGENTS STATUS

Logged in as User: 1004 on Phone: SIP/104 to campaign: OUT

GROUPS

LOGOUT

VAC Dialer

SCRIPT

FORM

CONTACTS

MISSED

2024-11-07 15:20:03 session ID: 8600051  
Calls in Queue: 0

NO LIVE CALL

STATUS:

seconds:

You are Paused

Customer Time:

Channel:

Customer Information:

Title:  First:  MI:  Last:

Address1:

Address2:  Address3:

City:  State:  PostCode:

Province:  Vendor ID:  Gender:

Phone:  DialCode:  Alt. Phone:

Show:  Email:

Comments:

Call Notes:

[view notes](#)

7 ACTIVE CALLBACKS

Other Agents Status:

3001 - 3001

3002 - 3002

3003 - 3003

1004 - Vedhanayaki

READY INCALL PAUSED

The "Other Agents Status" panel on the right side of the screen displays the status of various agents in the call center. Each agent is listed with their unique ID and current status, using color codes to indicate whether they are available, on a call, or paused.

- Color Codes:
  - READY (Blue): This color signifies that the agent is available and ready to take a call.
  - IN-CALL (Pink): This color indicates that the agent is currently on a call.
  - PAUSED (Yellow): This color shows that the agent is on a break or temporarily unavailable for calls.
- Agent List:
  - Agent IDs: Each agent is represented by an ID. In this case, the agents have IDs 3001, 3002, 3003, and 1004.
  - Status: The color next to each agent ID represents their current status.
- Agents 3001, 3002, and 3003 are all marked as READY (blue), meaning they are available to take calls.
- Agent 1004 is marked as PAUSED (yellow), meaning this agent is currently unavailable and on break.

This panel helps agents and supervisors quickly see the availability of other team members, making it easier to manage call flow and resources in real-time.

# CALL DISPOSITION:



DISPOSITION CALL : 7305980441 [Hangup Again](#) [minimize](#)

Call Notes:

CALL DISPOSITION

A - Answering Machine	INS - Issue Not Solved	OPT2 - Not Interested
<b>B - Busy</b>	IS - Issue Solved	PTP - Promise To Pay
<b>CALLBK - Call Back *</b>	ISS - Issue	REDIAL - Redial Call
DAIR - Dead Air	<b>N - No Answer</b>	RNR - Ringing No Response
DC - Disconnected Number	NI - Not Interested	SAFE - Safely Reached
DEC - Declined Sale	NP - No Pitch No Price	<b>SALE - Sale Made</b>
DNC - DO NOT CALL	OPT1 - Interested	SO - Switched OFF
ENQ - Enquiry Lead		XFER - Call Transferred

☐ PAUSE AGENT DIALING  
[CLEAR FORM](#) | [SUBMIT](#)  
[WEB FORM SUBMIT](#)

The Call Disposition screen is to help agents quickly record the outcome of each call with predefined options.

## Header Section:

At the top, there's a green header with the text "DISPOSITION CALL" followed by a phone number. Links labeled "Hangup Again" and "minimize" are displayed at the top right, suggesting options for ending the call or minimizing the interface.

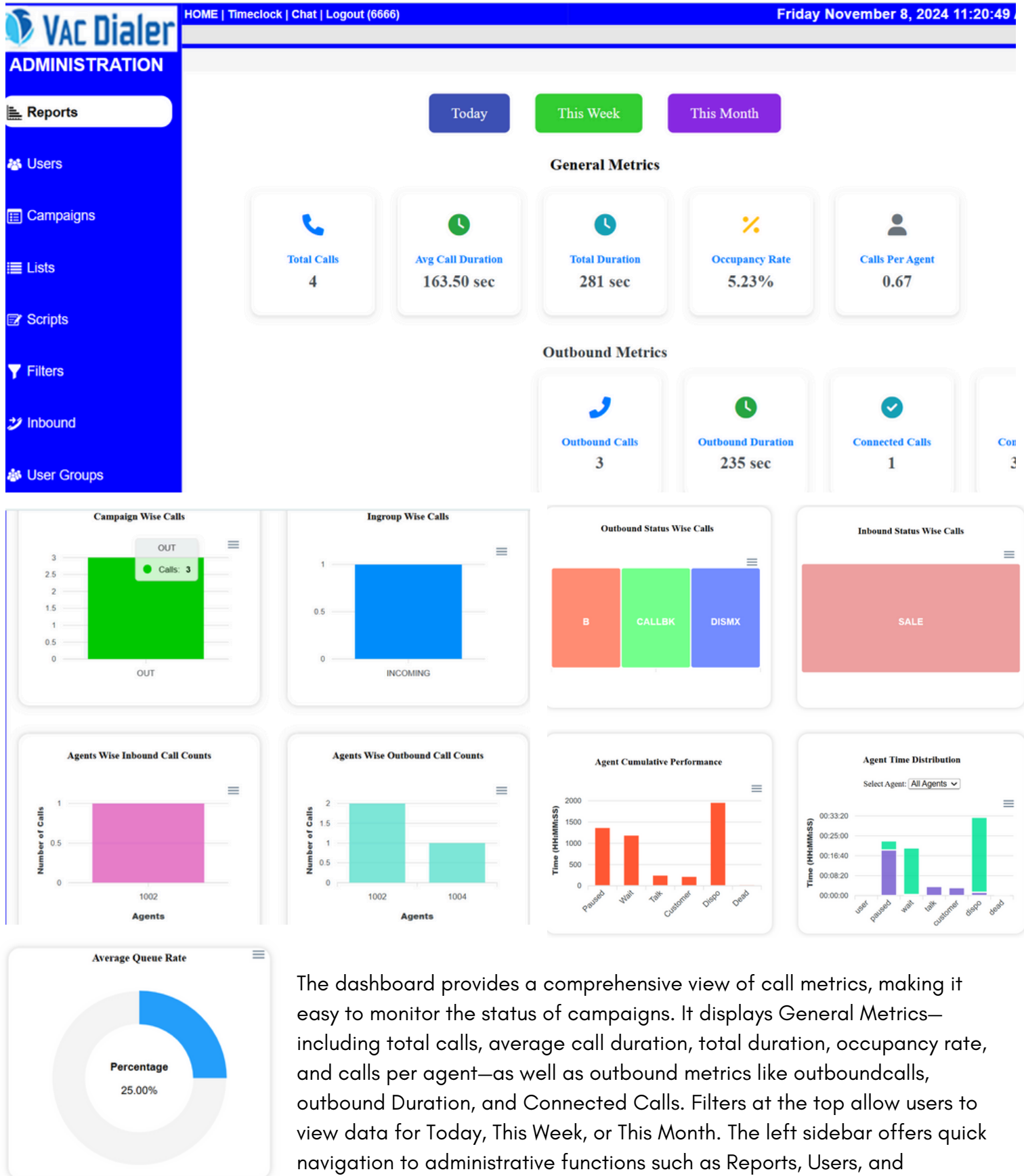
## Call Notes Section:

"Call Notes," where agents can type additional information or details about the call.

## Call Disposition Options:

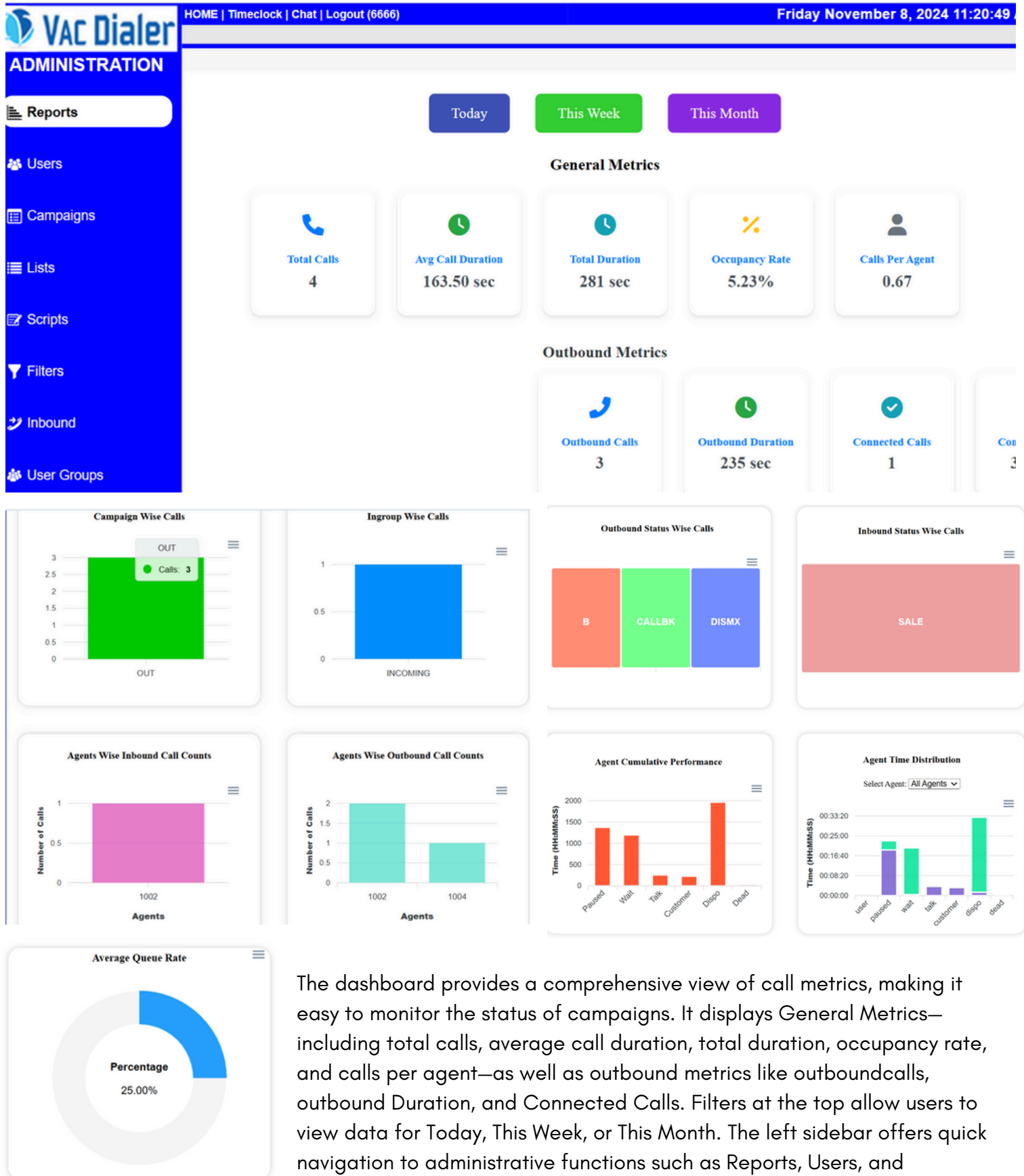
The main area of the interface displays various call disposition options organized into three columns. Each column contains a set of predefined options with abbreviations and descriptions, representing potential outcomes of the call. These options allow agents to quickly and easily categorize each call's result. Each disposition option is clickable, enabling agents to select it as the call outcome. The interface is customizable, allowing adjustments to fit the specific needs of the call center or campaign.

## ADMIN DASHBOARD:



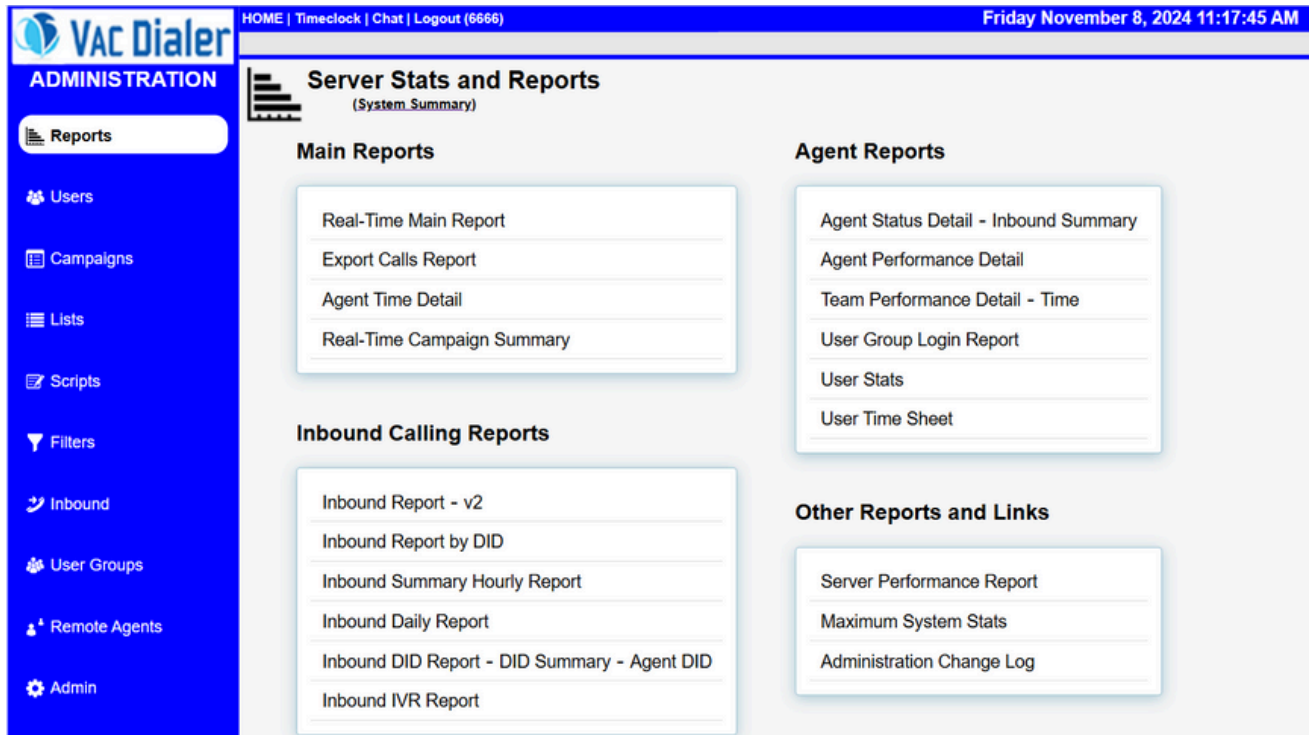
The dashboard provides a comprehensive view of call metrics, making it easy to monitor the status of campaigns. It displays General Metrics—including total calls, average call duration, total duration, occupancy rate, and calls per agent—as well as outbound metrics like outboundcalls, outbound Duration, and Connected Calls. Filters at the top allow users to view data for Today, This Week, or This Month. The left sidebar offers quick navigation to administrative functions such as Reports, Users, and Campaigns, allowing for efficient campaign management and call performance tracking.

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## ADMIN SCREEN:



Administration interface, which provides various reporting options for call center management.

### Key Sections:

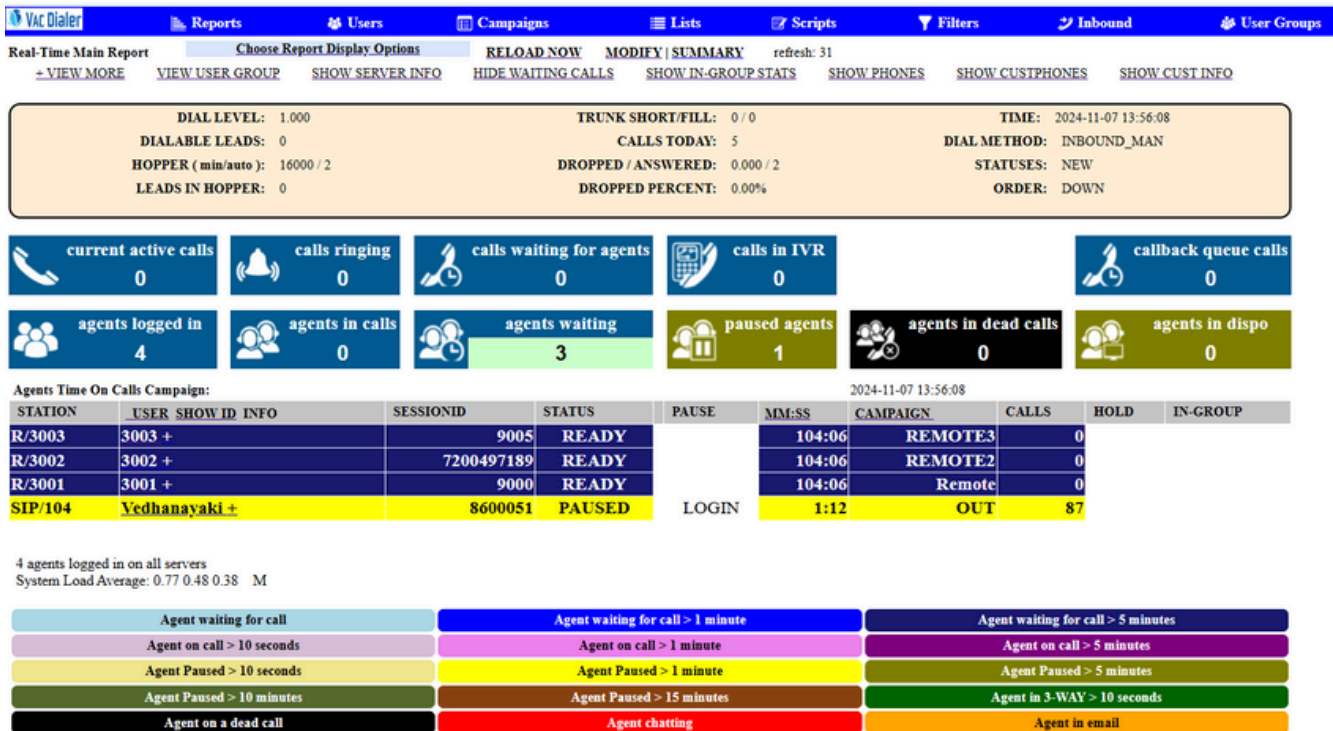
1. **Main Reports:** Includes reports like "Real-Time Main Report," "Export Calls Report," "Agent Time Detail," and "Real-Time Campaign Summary."
2. **Agent Reports:** Contains reports focused on agent performance, such as "Agent Status Detail - Inbound Summary," "Agent Performance Detail," "User Stats," and "User Time Sheet."
3. **Inbound Calling Reports:** Lists inbound call-related reports, including "Inbound Report - v2," "Inbound Summary Hourly Report," and "Inbound Daily Report."
4. **Other Reports and Links:** Provides options like "Server Performance Report," "Maximum System Stats," and "Administration Change Log."

### Navigation Panel (on the Left):

The sidebar includes quick access links to sections like "Users," "Campaigns," "Lists," "Scripts," "Filters," "Inbound," "User Groups," "Remote Agents," and "Admin."



# REAL TIME MAIN REPORT



Real-Time Main Report" dashboard, monitoring live call center activities.

## Key Sections:

### 1. Call and Agent Status:

- Displays metrics such as current active calls, calls ringing, calls waiting for agents, calls in IVR, and callback queue calls.

### 2. Dialer and Call Status:

- DIAL LEVEL, DIALABLE LEADS, and other metrics like total calls today (5), dropped/answered calls, and dropped percentage %.

### 3. Agent Activity Table:

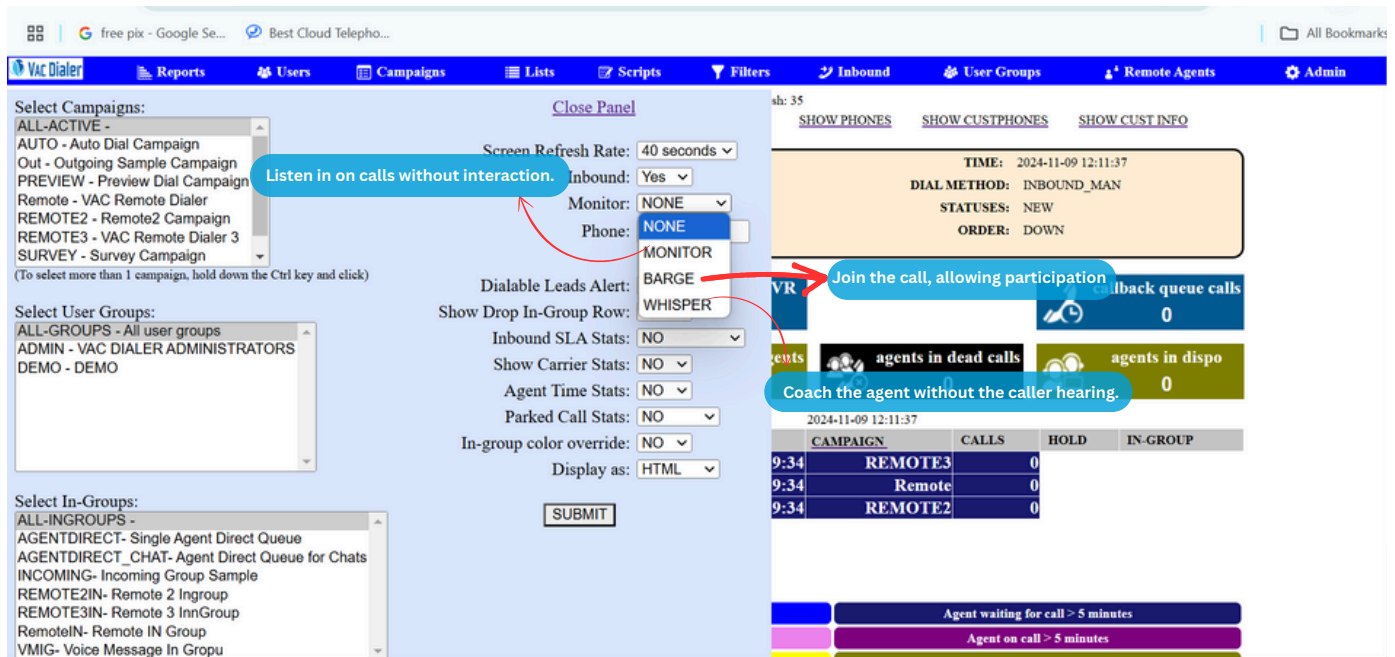
- Lists agents by station and user ID, showing session IDs, status (e.g., READY or PAUSED), pause duration, and total call time (MM).

### 4. Color Key:

- A legend below indicates color codes for agent statuses (e.g., waiting, on call >10 seconds, paused >10 minutes).

This dashboard provides real-time insights into agent availability, call volume, and dialer performance.

# CHOOSE REPORT DISPLAY OPTIONS



The screenshot shows the VAC Dialer interface with the 'Reports' tab selected. The interface includes several sections for configuring monitoring and reporting options.

**Select Campaigns:** A multi-select list containing: ALL-ACTIVE, AUTO - Auto Dial Campaign, Out - Outgoing Sample Campaign, PREVIEW - Preview Dial Campaign, Remote - VAC Remote Dialer, REMOTE2 - Remote2 Campaign, REMOTE3 - VAC Remote Dialer 3, and SURVEY - Survey Campaign. A note below states: (To select more than 1 campaign, hold down the Ctrl key and click).

**Select User Groups:** A list containing: ALL-GROUPS - All user groups, ADMIN - VAC DIALER ADMINISTRATORS, and DEMO - DEMO.

**Select In-Groups:** A list containing: ALL-INGROUPS, AGENTDIRECT- Single Agent Direct Queue, AGENTDIRECT\_CHAT- Agent Direct Queue for Chats, INCOMING- Incoming Group Sample, REMOTE2IN- Remote 2 Ingroup, REMOTE3IN- Remote 3 Ingroup, RemoteIN- Remote IN Group, and VMIG- Voice Message In Group.

**Settings Panel:** A central area with various settings and a 'SUBMIT' button.

- Screen Refresh Rate: 40 seconds
- Inbound: Yes
- Monitor: NONE (selected), MONITOR, BARGE, WHISPER
- Dialable Leads Alert: BARGE (selected), WHISPER
- Show Drop In-Group Row: NO
- Inbound SLA Stats: NO
- Show Carrier Stats: NO
- Agent Time Stats: NO
- Parked Call Stats: NO
- In-group color override: NO
- Display as: HTML

**Call Log:** A table showing call details for 2024-11-09 12:11:37.

CAMPAIGN	CALLS	HOLD	IN-GROUP
9:34 REMOTE3	0		
9:34 Remote	0		
9:34 REMOTE2	0		

**Agent Status:** A section at the bottom showing agent status:

- Agent waiting for call > 5 minutes
- Agent on call > 5 minutes

Real-Time Main Report" dashboard, displays multiple settings and statistics for monitoring call campaigns in real time.

## Key Sections:

**Select Campaigns:** A multi-select list of campaigns like "Auto Dial Campaign," "Preview Dial Campaign," and various "Remote" campaigns.

## Settings Panel:

Screen Refresh Rate: Allows setting the refresh rate, currently at "40 seconds."

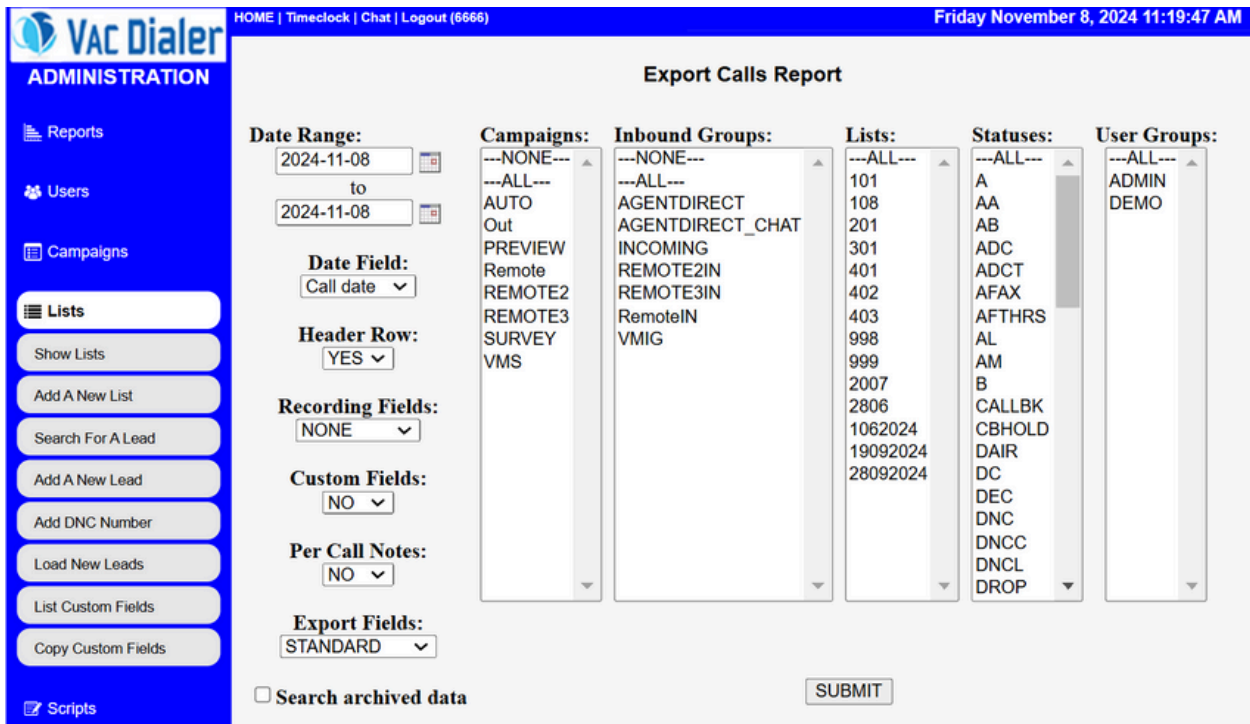
Monitor: Options include MONITOR, BARGE and WHISPER.

- MONITOR: Listen in on calls without interaction.
- BARGE: Join the call, allowing participation.
- WHISPER: Coach the agent without the caller hearing.

These options provide different levels of involvement in live calls.

This interface provides real-time control over monitoring and managing call campaigns, with customization options for viewing different stats and data.

# EXPORT CALLS REPORT



VAC Dialer administration interface, which allows users to generate and export detailed reports on call activities within a specified date range. Here's a breakdown of its key sections:

## 1. Date Range:

- Users can set a start and end date for the report, filtering calls based on when they occurred.


## 2. Filter Options:

- Campaigns: Allows selection of specific campaigns (such as Auto, Preview and remote) or the option to choose all campaigns.
- Inbound Groups: Provides options for different inbound groups, like agent direct, incoming and others, for targeted reporting.
- Lists: Selectable call lists to include specific data sets in the report.
- Statuses: Filters based on call disposition statuses, like "CALLBK" (Call Back), "DNC" (Do Not Call), "DROP," and more, to narrow down results.
- User Groups: Choose user groups, such as ADMIN and DEMO, to segment data by specific user roles or permissions.

## 3. Submit Button:

- At the bottom, there's a "SUBMIT" button to generate the report with the specified settings.

# USER LISTINGS




**ADMINISTRATION**

- Reports
- Users**
  - Show Users
  - Add A New User
  - Copy User
  - Search For A User
  - User Stats
  - User Status
  - Time Sheet
- Campaigns

HOME | Timeclock | Chat | Logout (6666)

Friday November 8, 2024 11:20:25 AM

 USER LISTINGS: [show all users](#)

USER ID - # -	FULL NAME	LEVEL	GROUP	ACTIVE	MODIFY	STATS	STATUS	TIME
3001	3001	6	ADMIN	Y	<a href="#">MODIFY</a>	<a href="#">STATS</a>	<a href="#">STATUS</a>	<a href="#">TIME</a>
3002	3002	6	ADMIN	Y	<a href="#">MODIFY</a>	<a href="#">STATS</a>	<a href="#">STATUS</a>	<a href="#">TIME</a>
3003	3003	6	ADMIN	Y	<a href="#">MODIFY</a>	<a href="#">STATS</a>	<a href="#">STATUS</a>	<a href="#">TIME</a>
4001	4001	6	DEMO	Y	<a href="#">MODIFY</a>	<a href="#">STATS</a>	<a href="#">STATUS</a>	<a href="#">TIME</a>
4002	4002	6	DEMO	Y	<a href="#">MODIFY</a>	<a href="#">STATS</a>	<a href="#">STATUS</a>	<a href="#">TIME</a>
6666	Admin	9	ADMIN	Y	<a href="#">MODIFY</a>	<a href="#">STATS</a>	<a href="#">STATUS</a>	<a href="#">TIME</a>
8888	ADMIN	8	ADMIN	Y	<a href="#">MODIFY</a>	<a href="#">STATS</a>	<a href="#">STATUS</a>	<a href="#">TIME</a>
1005	Aravinthan	6	ADMIN	Y	<a href="#">MODIFY</a>	<a href="#">STATS</a>	<a href="#">STATUS</a>	<a href="#">TIME</a>
4444	Demo Admin	8	DEMO	Y	<a href="#">MODIFY</a>	<a href="#">STATS</a>	<a href="#">STATUS</a>	<a href="#">TIME</a>
1007	Dhanraj	6	ADMIN	Y	<a href="#">MODIFY</a>	<a href="#">STATS</a>	<a href="#">STATUS</a>	<a href="#">TIME</a>
1002	Karthika	6	ADMIN	Y	<a href="#">MODIFY</a>	<a href="#">STATS</a>	<a href="#">STATUS</a>	<a href="#">TIME</a>
karthika	Karthika	6	ADMIN	Y	<a href="#">MODIFY</a>	<a href="#">STATS</a>	<a href="#">STATUS</a>	<a href="#">TIME</a>
1001	Kirubha	6	ADMIN	Y	<a href="#">MODIFY</a>	<a href="#">STATS</a>	<a href="#">STATUS</a>	<a href="#">TIME</a>
1006	Shivram	6	ADMIN	Y	<a href="#">MODIFY</a>	<a href="#">STATS</a>	<a href="#">STATUS</a>	<a href="#">TIME</a>
1003	Srinivasan	6	ADMIN	Y	<a href="#">MODIFY</a>	<a href="#">STATS</a>	<a href="#">STATUS</a>	<a href="#">TIME</a>
2000	Survey User	6	ADMIN	Y	<a href="#">MODIFY</a>	<a href="#">STATS</a>	<a href="#">STATUS</a>	<a href="#">TIME</a>
1004	Vedhanayaki	6	ADMIN	Y	<a href="#">MODIFY</a>	<a href="#">STATS</a>	<a href="#">STATUS</a>	<a href="#">TIME</a>

It lists users with details such as:

- **User ID:** Unique identifier for each user.
- **Full Name:** Name associated with each user ID.
- **Level:** Access level assigned to each user.
- **Group:** User group (e.g., ADMIN, DEMO).
- **Active:** Indicates whether the user is currently active (Y for Yes).
- **Modify, Stats, Status, Time:** Options for administrators to modify user details, view statistics, check status, and view time records.

The left sidebar provides quick access to user-related functions, including adding new users, copying users, and accessing user stats.

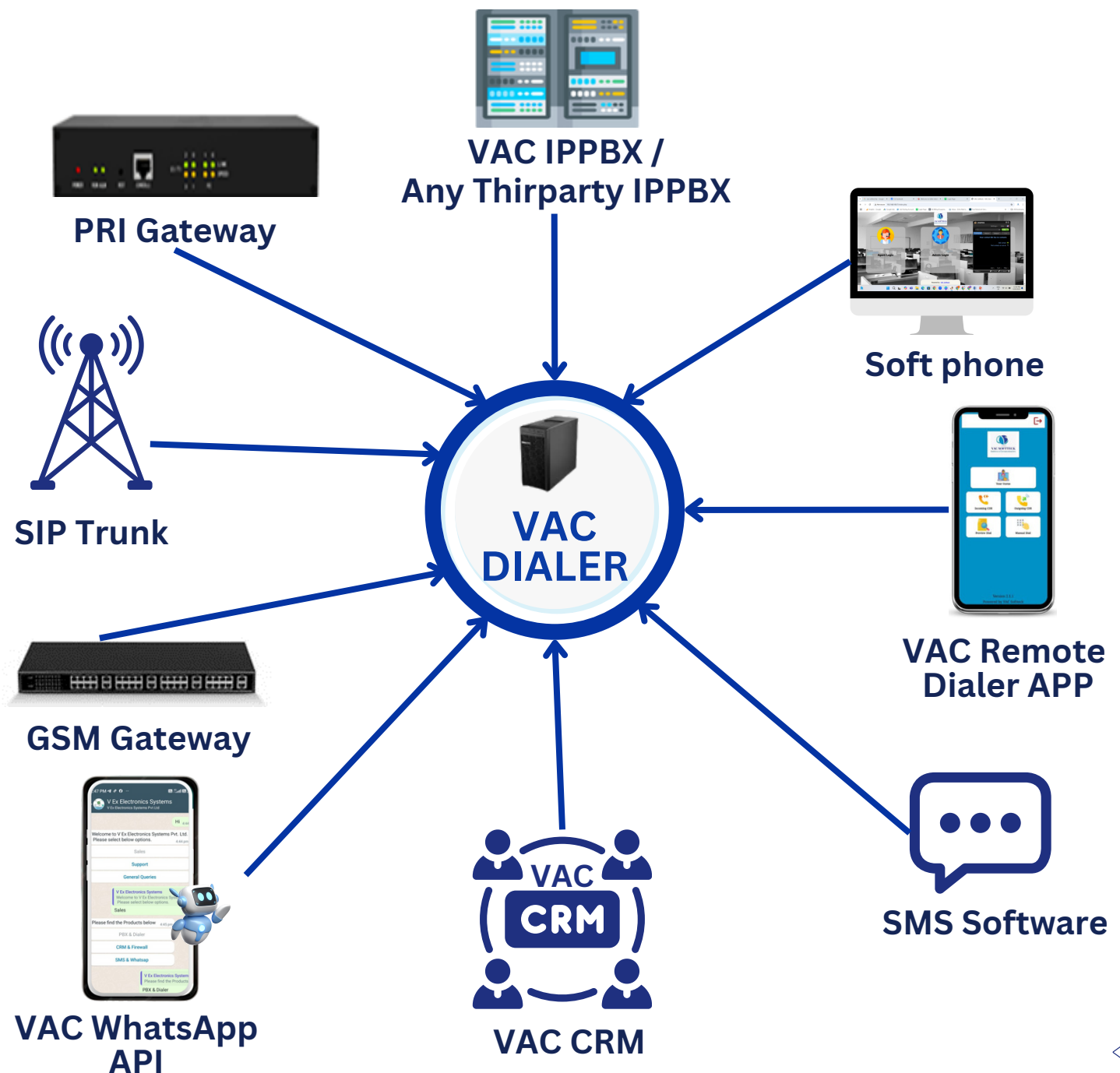
## TRUNKS

- PRI(Primary Rate Interface)
- SIP(Session Initiation Protocol)
- GSM (Global System for Mobile Communication)

## User Side:

- IP Phones
- Soft Phones on desktop / laptop
- Android Phones

## Possible Integration with CALL CENTER





# Key features and benefits of VAC Call Center software:

- Interactive Voice Response
- Automatic Call Distribution
- Call queue
- Music on Hold
- Inbound/ Outbound Calls
- Live Monitoring and Analytics
- Multiple Campaign
- Missed Call
- CRM Integration
- Preview / Predictive Dialer
- Voice Message Service
- Domestic / International Calls



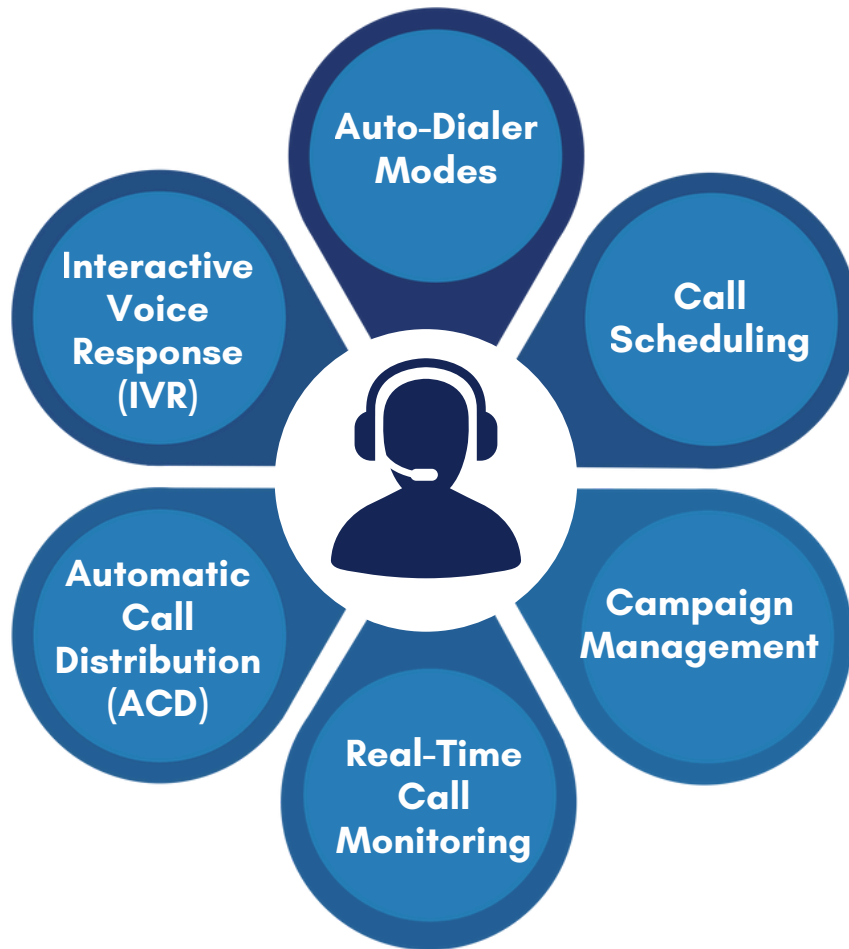
# INBOUND CALL CENTER



The Inbound Call feature in VAC Dialer allows agents to receive and manage incoming calls directly through the platform. This ensures that customer inquiries are promptly addressed, enabling seamless and efficient support.

Routes calls to the most suitable agent based on skills, availability, or customer priority. Allows callers to navigate a menu and be directed to the right department or agent. Holds calls in a queue if agents are busy, often with estimated wait times or callback options. Matches callers with agents who have specific skills or knowledge to resolve their issues efficiently.

# OUTBOUND CALL CENTER



VAC Outbound Call Center Dialer automates outbound calling processes, allowing agents to efficiently reach customers for sales, follow-ups, surveys, or reminders. It includes features like auto-dialing, call scheduling, and CRM integration, helping agents maximize productivity and ensure effective customer engagement.

Routes calls to the most suitable agent based on skills, availability, or customer priority. Allows callers to navigate a menu and be directed to the right department or agent. Holds calls in a queue if agents are busy, often with estimated wait times or callback options. Matches callers with agents who have specific skills or knowledge to resolve their issues efficiently.

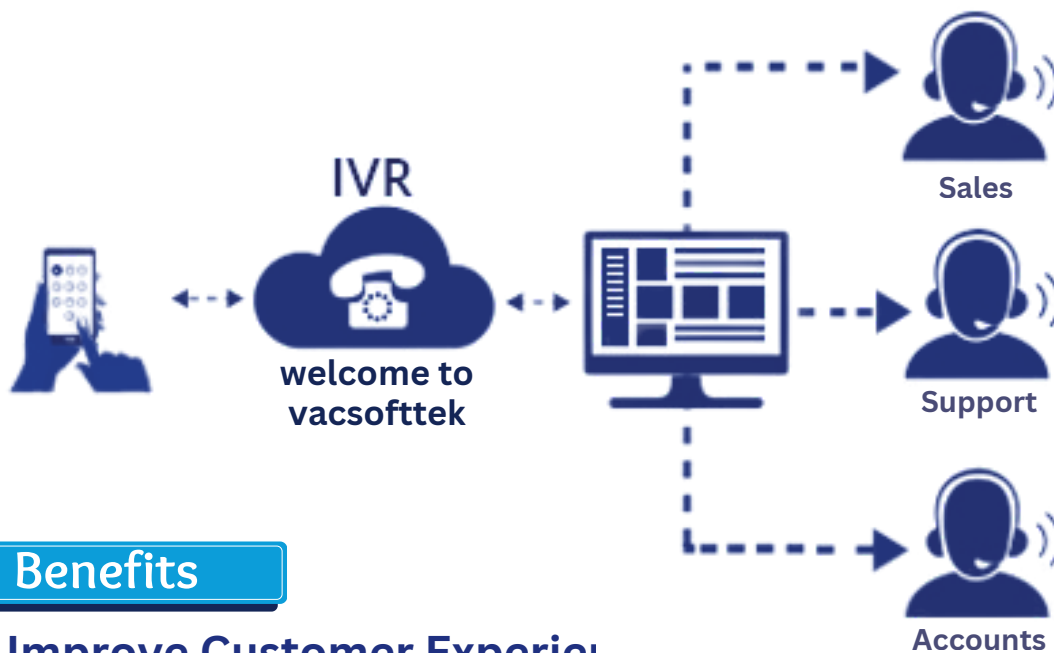
# BLENDED CALL CENTER



## Benefits

- Enhance Sales & lead Generation
- A Multichannel Approach
- Resource Optimization
- Operational Efficiency
- A Cost-Effective Solution

A blended call center is a facility that handles both inbound and outbound calls, allowing agents to manage a variety of tasks such as customer support, sales, and telemarketing.



## Benefits

- Improve Customer Experience
- Reduce Wait Time
- No more connection errors
- Improve Data Collection
- Scalability
- 24/7 Availability
- Brand visibility

### Interactive Voice Response :

VAC software allows callers to interact with an automated voice system to navigate through various options that company provides and select the appropriate department or service. Our IVR can handle basic inquiries, collect information from callers, and route them to the appropriate agent or department without the need for human intervention. Saves Agent's time and improve their efficiency.

**Integrate AI-Driven VAC DIALER, IPPBX, WHATSAP CONNECT & CRM  
In One Platform**



## AUTOMATIC CALL DISTRIBUTION (ACD)



### Benefits

- Skill Based Call Routing
- Resource Optimization
- Call Monitoring and Reporting
- Enhance Customer Experience
- Increase Agents Productivity
- Better Team Management

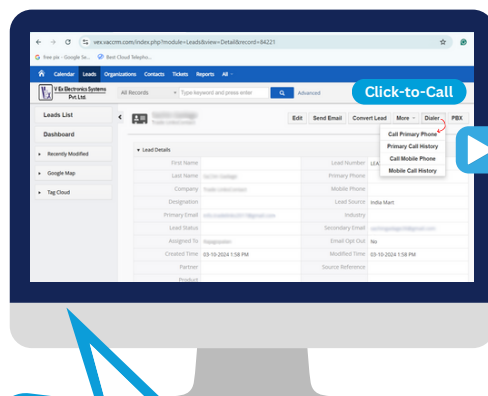
### Automatic Call Distribution :

Our dialer software routes incoming calls automatically to the most appropriate agent or department based on predefined criteria such as IVR selection, Agent skill set or agent availability. This ensures that customers are quickly connected to the right person to address their queries.



## Voice Messaging Services:

VAC Dialer enables agents to send pre-recorded or custom voice messages directly to customers. This feature streamlines communication by allowing agents to reach customers efficiently, even when live calls aren't possible. It's ideal for delivering reminders, updates, or follow-up messages, enhancing customer engagement without requiring real-time interaction.



Call Recording



Integrate  
**VAC DIALER**  
&  
**VAC CRM**

Use **Click to call**  
from the contact page. Get call  
recordings stored in the same  
page for future reference.

## CRM Integration:

Our software allows a pop up on the display screen which gives agents access to customer information, previous interactions, and purchase history during calls. This enables personalized and efficient customer service, as agents can quickly address inquiries and provide relevant suggestions.

## Why Choose VAC Call Center Software?



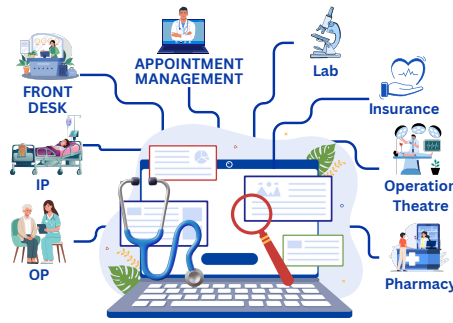
**VAC Call Center** offers a comprehensive, user-friendly platform that optimizes customer interactions across multiple channels. With advanced features like intelligent call routing, real-time analytics, and seamless CRM integration, VAC enhances efficiency and empowers agents to deliver exceptional customer service.



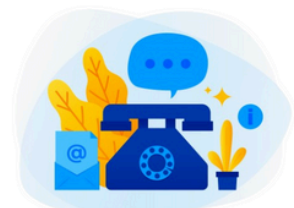
**VAC SOFTTECK**  
Goddess of Communications



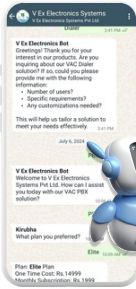
**VAC DIALER**



**VAC DOC  
HOSPITAL MANAGEMENT SOFTWARE**



**VAC IPPBX**



**VAC SMARTTICK  
WITH AI**

*Thank  
You*



**VAC CRM**

## Our Valuable Clients



**Integrate AI-DRIVEN VAC DIALER**

With

**AI-DRIVEN VAC IPPBX, SmartTick & CRM - All In One Platform**



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