



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



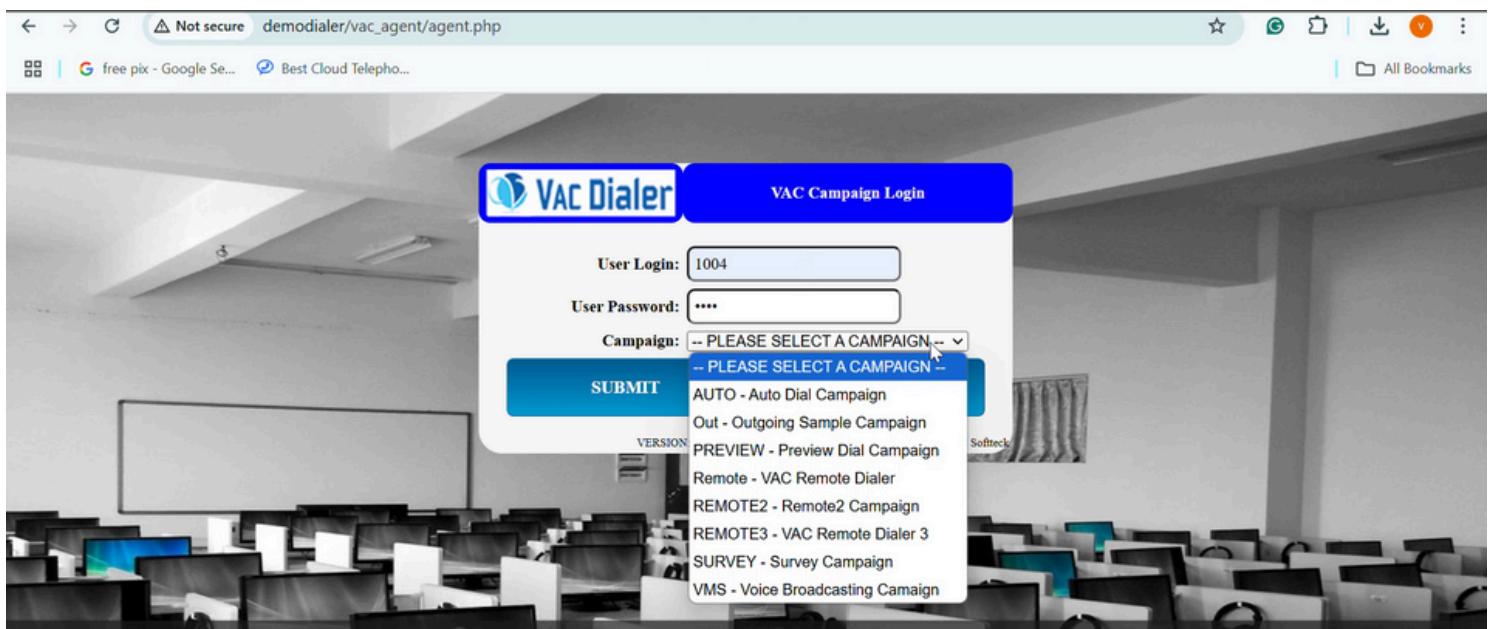
Agent Login: Allows agents to securely log in, access calls and manage customer interactions.

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.

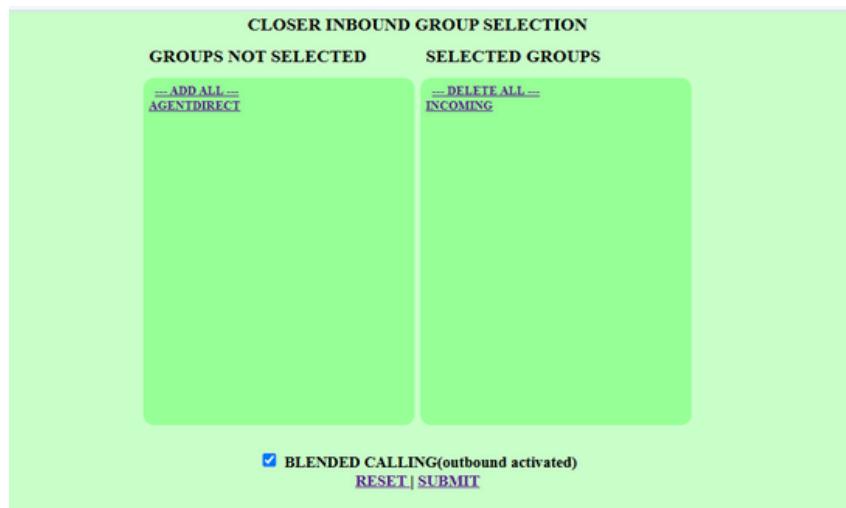
These features streamline access and improve responsiveness within the dialer platform.

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.

OTHER AGENTS STATUS

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

 **Vac Dialer** **SCRIPT** **FORM** **CONTACTS** **MISSSED**

2024-11-07 15:20:03 session ID: 8600051

Calls in Queue: 0

GROUPS **LOGOUT**

NO LIVE CALL

seconds:

STATUS:

You are Paused

Customer Time: Channel:

Customer Information:

Title: First: MI: Last:

Park Call

Address1:

Transfer Or Conference

Address2: Address3:

RE-QUEUE CALL

City: State: PostCode:

Hangup Customer

Province: Vendor ID: Gender: U - Undefined

Send DTMF

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
B - Busy
CALLBK - Call Back
DAIR - Dead Air
DC - Disconnected Number
DEC - Declined Sale
DNC - DO NOT CALL
ENQ - Enquiry.Lead

INS - Issue Not Solved
IS - Issue Solved
ISS - Issue
N - No Answer
NI - Not Interested
NP - No Pitch No Price
OPT1 - Interested

OPT2 - Not Interested
PTP - Promise To Pay
REDIAL - Redial Call
RNR - Ringing No Response
SAFE - Safely Reached
SALE - Sale Made
SO - Switched OFF
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:

HOME | Timeclock | Chat | Logout (6666) Friday November 8, 2024 11:20:49

VAC Dialer ADMINISTRATION

- Reports
- Users
- Campaigns
- Lists
- Scripts
- Filters
- Inbound
- User Groups

Today This Week This Month

General Metrics

	Total Calls 4		Avg Call Duration 163.50 sec		Total Duration 281 sec		Occupancy Rate 5.23%		Calls Per Agent 0.67
--	------------------	--	---------------------------------	--	---------------------------	--	-------------------------	--	-------------------------

Outbound Metrics

	Outbound Calls 3		Outbound Duration 235 sec		Connected Calls 1		Con...
--	---------------------	--	------------------------------	--	----------------------	--	--------

Campaign Wise Calls

Ingroup Wise Calls

Outbound Status Wise Calls

Inbound Status Wise Calls

Agents Wise Inbound Call Counts

Agents Wise Outbound Call Counts

Agent Cumulative Performance

Agent Time Distribution

Average Queue Rate

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 Outbound Calls, 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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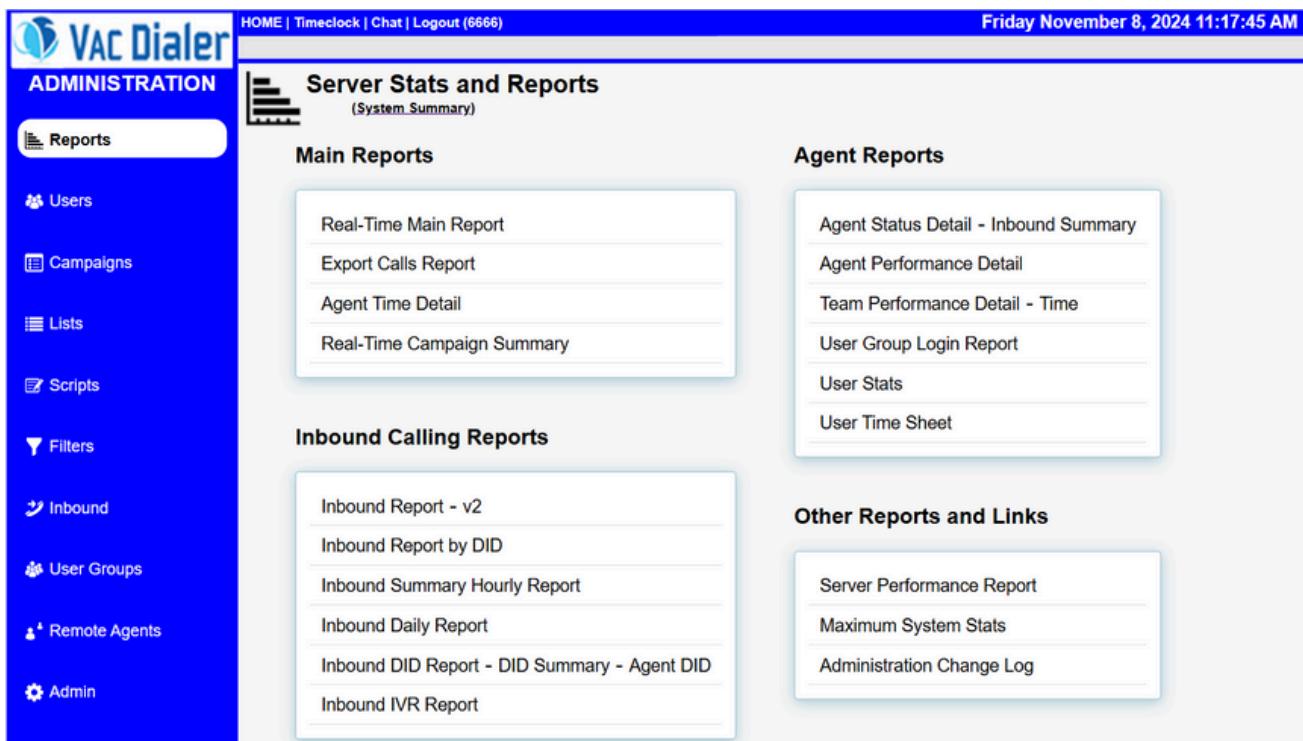
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ADMIN SCREEN:



The screenshot displays the VAC Dialer Administration interface. At the top, there is a navigation bar with links to HOME, Timeclock, Chat, and Logout (6666), and the date and time (Friday November 8, 2024 11:17:45 AM). The main content area is titled "Server Stats and Reports (System Summary)". It is divided into several sections: "Main Reports" (Real-Time Main Report, Export Calls Report, Agent Time Detail, Real-Time Campaign Summary), "Agent Reports" (Agent Status Detail - Inbound Summary, Agent Performance Detail, Team Performance Detail - Time, User Group Login Report, User Stats, User Time Sheet), "Inbound Calling Reports" (Inbound Report - v2, Inbound Report by DID, Inbound Summary Hourly Report, Inbound Daily Report, Inbound DID Report - DID Summary - Agent DID, Inbound IVR Report), and "Other Reports and Links" (Server Performance Report, Maximum System Stats, Administration Change Log). On the left, a sidebar titled "ADMINISTRATION" provides quick access to Reports, Users, Campaigns, Lists, Scripts, Filters, Inbound, User Groups, Remote Agents, and Admin.

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

Key Sections:

- Main Reports:** Includes reports like "Real-Time Main Report," "Export Calls Report," "Agent Time Detail," and "Real-Time Campaign Summary."
- Agent Reports:** Contains reports focused on agent performance, such as "Agent Status Detail - Inbound Summary," "Agent Performance Detail," "User Stats," and "User Time Sheet."
- Inbound Calling Reports:** Lists inbound call-related reports, including "Inbound Report - v2," "Inbound Summary Hourly Report," and "Inbound Daily Report."
- 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 [Choose Report Display Options](#) [RELOAD NOW](#) [MODIFY | SUMMARY](#) refresh: 31

[+VIEW MORE](#) [VIEW USER GROUP](#) [SHOW SERVER INFO](#) [HIDE WAITING CALLS](#) [SHOW IN-GROUP STATS](#) [SHOW PHONES](#) [SHOW CUSTPHONES](#) [SHOW CUST INFO](#)

DIAL LEVEL: 1.000	TRUNK SHORT/FILL: 0 / 0	TIME: 2024-11-07 13:56:08
DIALABLE LEADS: 0	CALLS TODAY: 5	DIAL METHOD: INBOUND_MAN
HOPPER (min/auto): 16000 / 2	DROPPED / ANSWERED: 0.000 / 2	STATUSES: NEW
LEADS IN HOPPER: 0	DROPPED PERCENT: 0.00%	ORDER: DOWN


current active calls
0


calls ringing
0


calls waiting for agents
0


calls in IVR
0


callback queue calls
0


agents logged in
4


agents in calls
0


agents waiting
3


paused agents
1


agents in dead calls
0


agents in dispo
0

Agents Time On Calls Campaign:

STATION	USER	SHOW_ID	INFO	SESSIONID	STATUS	PAUSE	MM:SS	CAMPAIGN	CALLS	HOLD	IN-GROUP
R/3003	3003 +			9005	READY		104:06	REMOTE3	0		
R/3002	3002 +			7200497189	READY		104:06	REMOTE2	0		
R/3001	3001 +			9000	READY		104:06	Remote	0		
SIP/104	Vedhanayaki +			8600051	PAUSED	LOGIN	1:12	OUT	87		

2024-11-07 13:56:08

4 agents logged in on all servers
System Load Average: 0.77 0.48 0.38 M

Agent waiting for call	Agent waiting for call > 1 minute	Agent waiting for call > 5 minutes
Agent on call > 10 seconds	Agent on call > 1 minute	Agent on call > 5 minutes
Agent Paused > 10 seconds	Agent Paused > 1 minute	Agent Paused > 5 minutes
Agent Paused > 10 minutes	Agent Paused > 15 minutes	Agent in 3-WAY > 10 seconds
Agent on a dead call	Agent chatting	Agent in email

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:

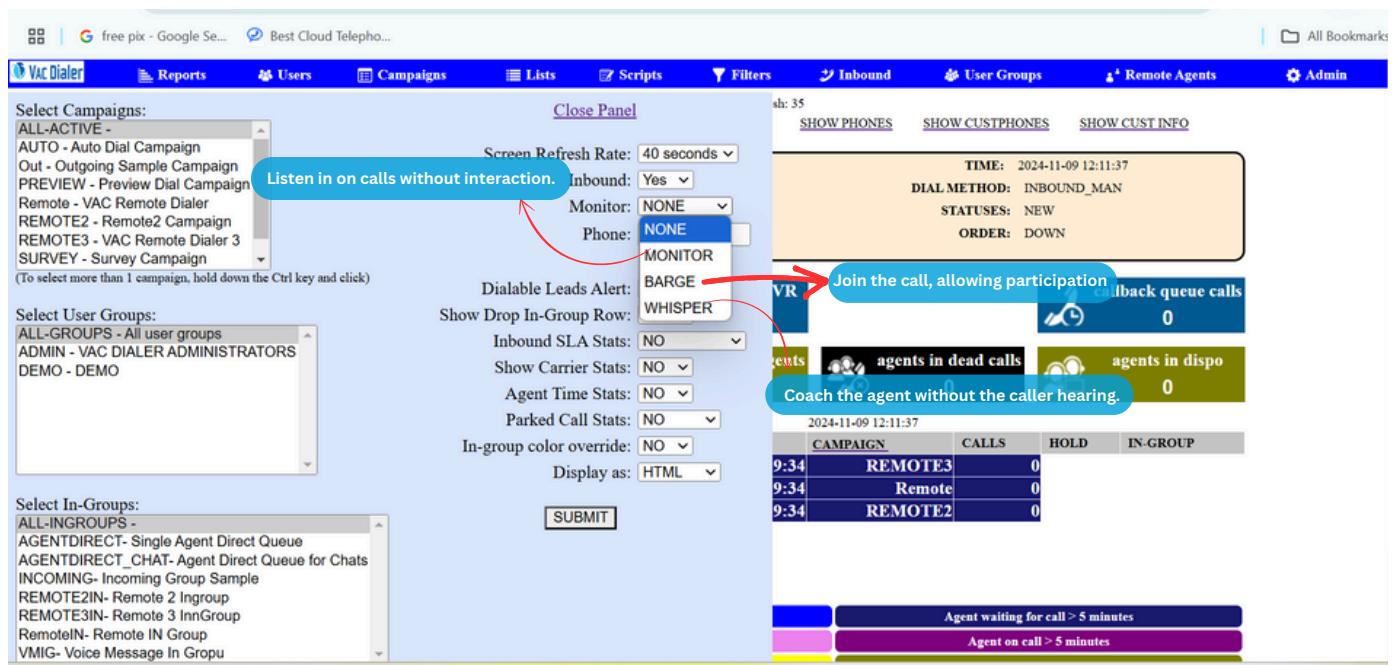
- Lists agents by station and user ID, showing session IDs, status (e.g., READY or PAUSED), pause duration, and total call time (MM).

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



"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."

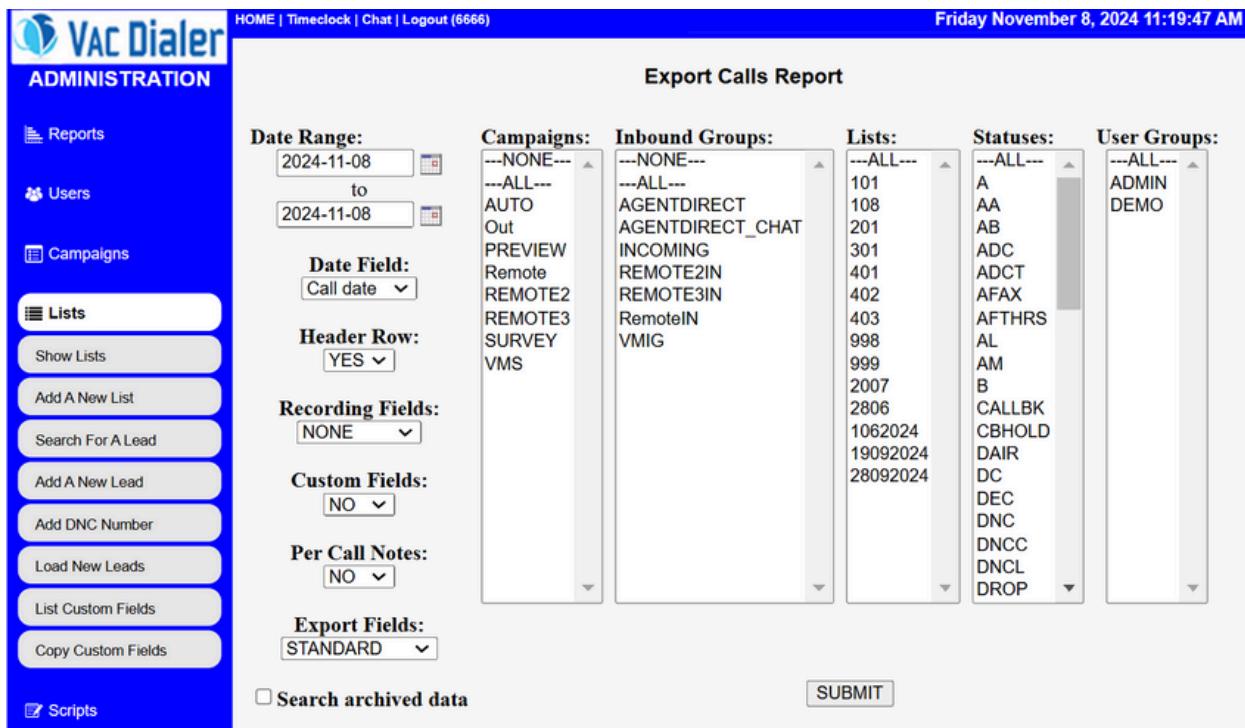
Monitor: Options include MONITOR, BARGE and WHISPER.

- 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



The screenshot shows the VAC Dialer administration interface for generating an 'Export Calls Report'. The left sidebar lists various administration options like Reports, Users, Campaigns, Lists, Scripts, etc. The main panel is titled 'Export Calls Report' and contains several filter sections:

- Date Range:** Set to 2024-11-08 to 2024-11-08. Date Field: Call date.
- Campaigns:** Options include ---NONE---, ---ALL---, AUTO, Out, PREVIEW, Remote, REMOTE2, REMOTE3, REMOTE3IN, SURVEY, VMS.
- Inbound Groups:** Options include ---NONE---, ---ALL---, AGENTDIRECT, AGENTDIRECT_CHAT, INCOMING, REMOTE2IN, REMOTE3IN, RemotelN, VMIG.
- Lists:** Options include ---ALL---, 101, 108, 201, 301, 401, 402, 403, 998, 999, 2007, 2806, 1062024, 19092024, 28092024.
- Statuses:** Options include ---ALL---, A, AA, AB, ADC, ADCT, AFAX, AFTHRS, AL, AM, B, CALLBK, CBHOLD, DAIR, DC, DEC, DNC, DNCC, DNCL, DROP.
- User Groups:** Options include ---ALL---, ADMIN, DEMO.

Other settings include Header Row: YES, Recording Fields: NONE, Custom Fields: NO, Per Call Notes: NO, and Export Fields: STANDARD. A checkbox for 'Search archived data' is present, and a 'SUBMIT' button is at the bottom.

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.

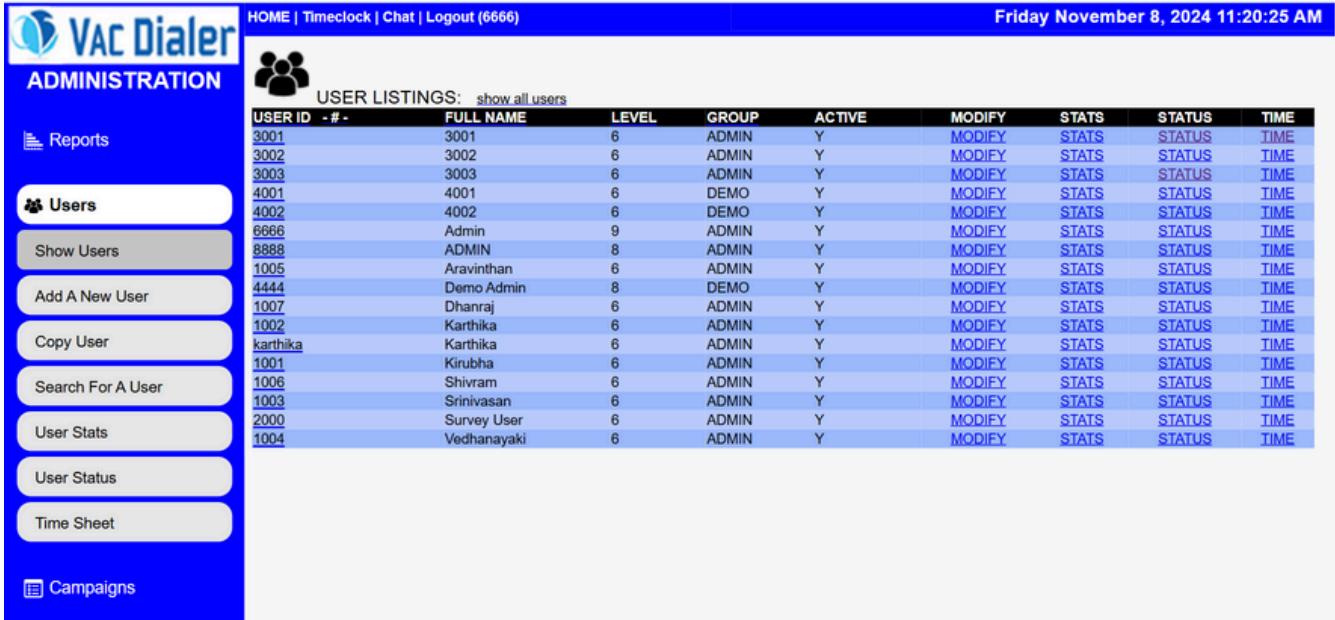
2. Filter Options:

- 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



The screenshot shows the VAC Dialer Administration interface. The left sidebar has a blue background with white text and icons. It includes links for Reports, Users (selected), Show Users, Add A New User, Copy User, Search For A User, User Stats, User Status, Time Sheet, and Campaigns. The main content area has a white background with a blue header bar. The header bar includes links for HOME, Timeclock, Chat, and Logout (6666), and the date/time Friday November 8, 2024 11:20:25 AM. Below the header is a sub-header with a user icon and the text "USER LISTINGS: show.all.users". The main content is a table with the following data:

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

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.

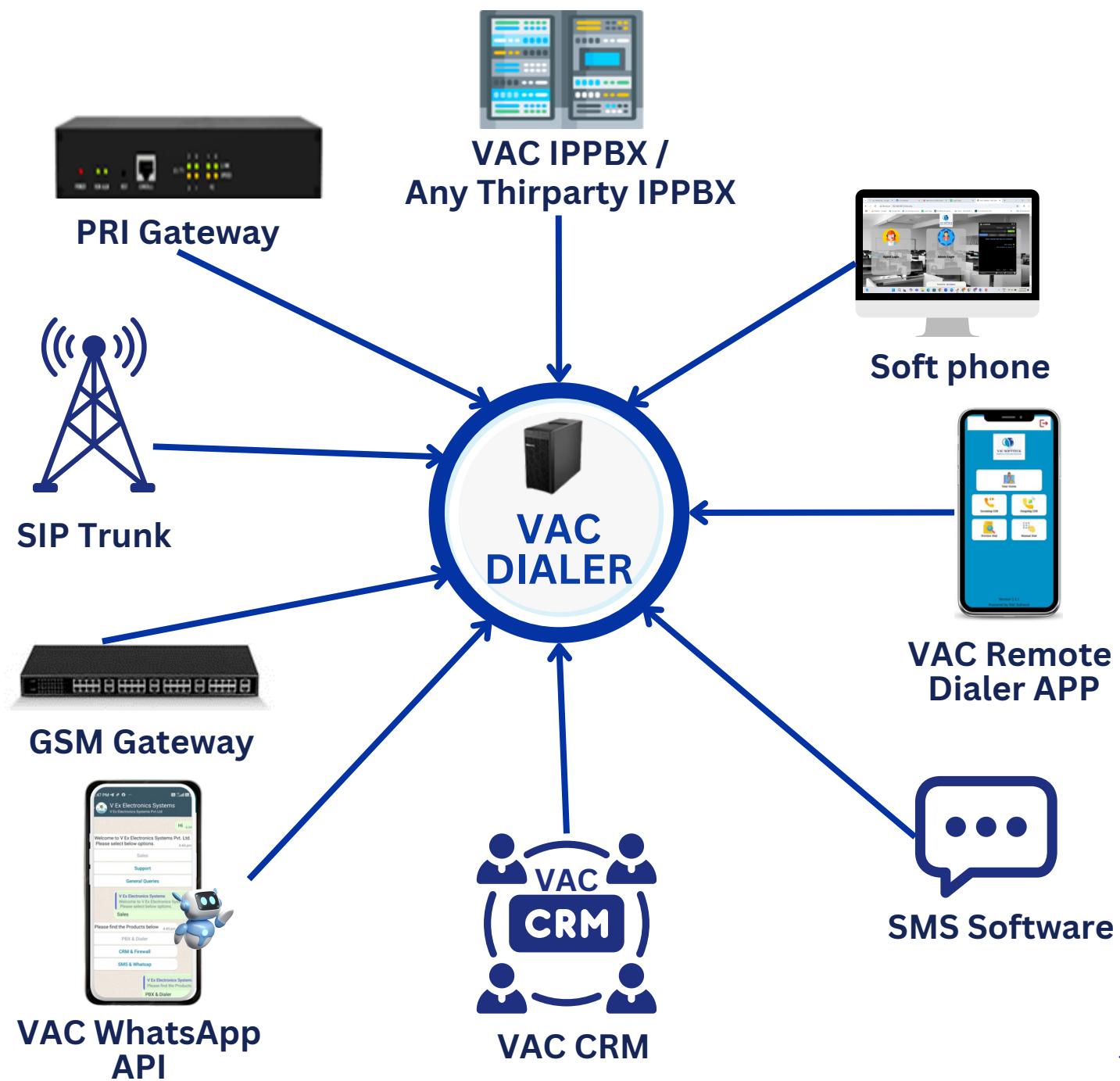
TRUNKS

- 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**
- **Mulitple Campaign**
- **Missed Call**
- **CRM Integration**
- **Preview / Predictive Dialer**
- **Voice Message Service**
- **Domestic / International Calls**



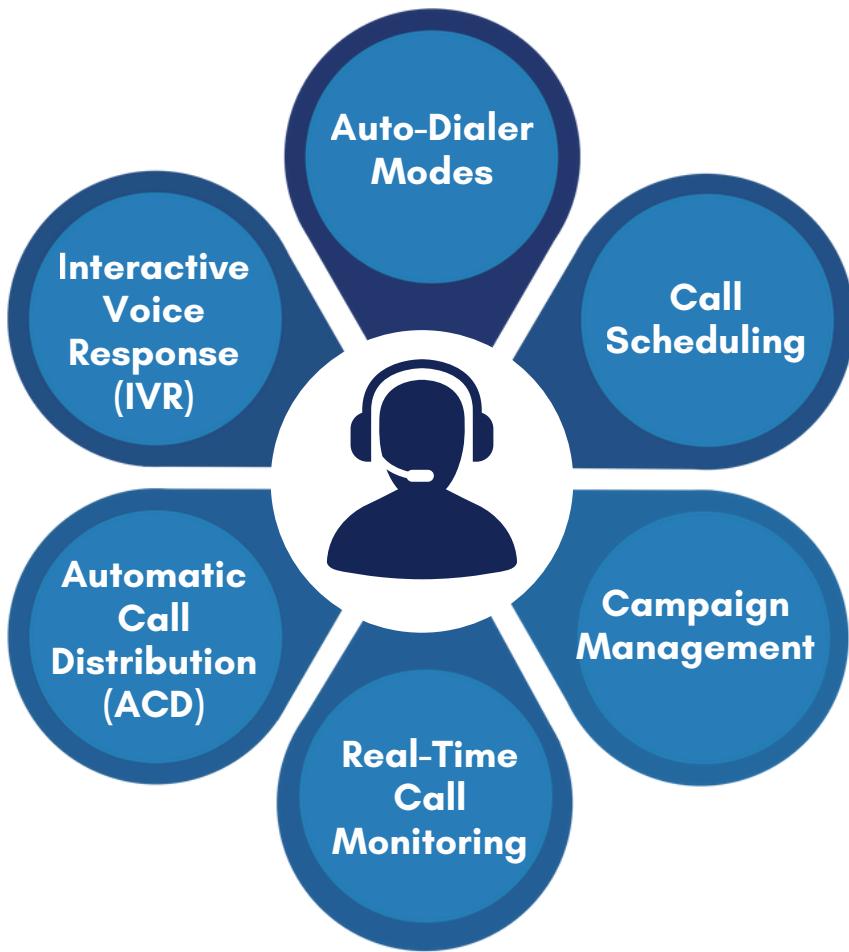
INBOUND CALL CENTER



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.

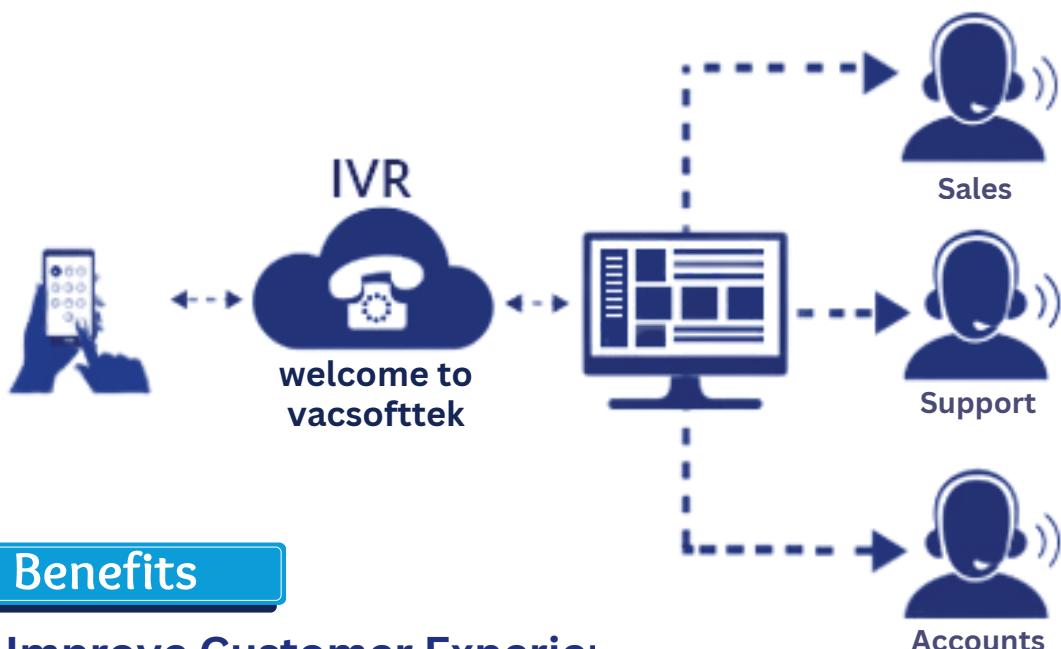
BLENDED CALL CENTER



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, WHATSAPP 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

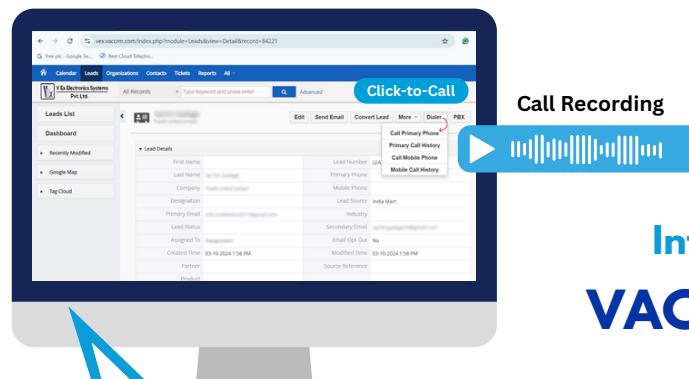
Automatic Call Distribution :

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.



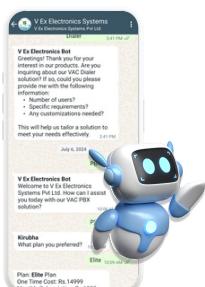
VAC SOFTTECK
Goddess of Communications



VAC DIALER



VAC DOC
HOSPITAL MANAGEMENT SOFTWARE



**VAC SMARTTICK
WITH AI**



VAC IPPBX



*Thank
You*

Our Valuable Clients



**ADITYA BIRLA
CAPITAL**
STOCKS &
SECURITIES



anderson
Diagnostics & Labs
Adding Health to Life...



Integrate AI-DRIVEN VAC DIALER

With

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



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