



FOUNDED IN

2010

# CALL CENTER SOLUTION PROVIDER

[www.asterisk2voip.com](http://www.asterisk2voip.com)

Asterisk2VoIP provides best telephony solutions for telecommunication businesses. In modern times, many call centers use different solutions for improve their call center business. This solutions also help to increase their productivity and sales. You can easy to reach to more customer and communicate with they by call center solutions.

Before, difficult to connect with customers because technology was not more developed. As technology evolved, more and more businesses began to use it.

And you can see that today technology has made its place in all fields. We develop call center solutions for improve communication business fastly by use this technology. We established our company in 2010 and since then we have built our clients all over the world and we have provided our solutions in 75+ countries.

Our main object is provide best quality and reliable solution to our clients. **“Our Clients Success, is Our Success”** - This is our mantra. We want to empower our customers by providing them with the information they need. We focus on innovating our solutions to meet every client’s requirement. With innovative solutions, business goals can be advanced and communication can be empowered. By using our solutions, you will work locally but your business will expand globally and you can connect with the global client by doing the local work. So, let’s know what types of solutions we provide, which helps to call center business in improve their business.



50+

**Team Member**

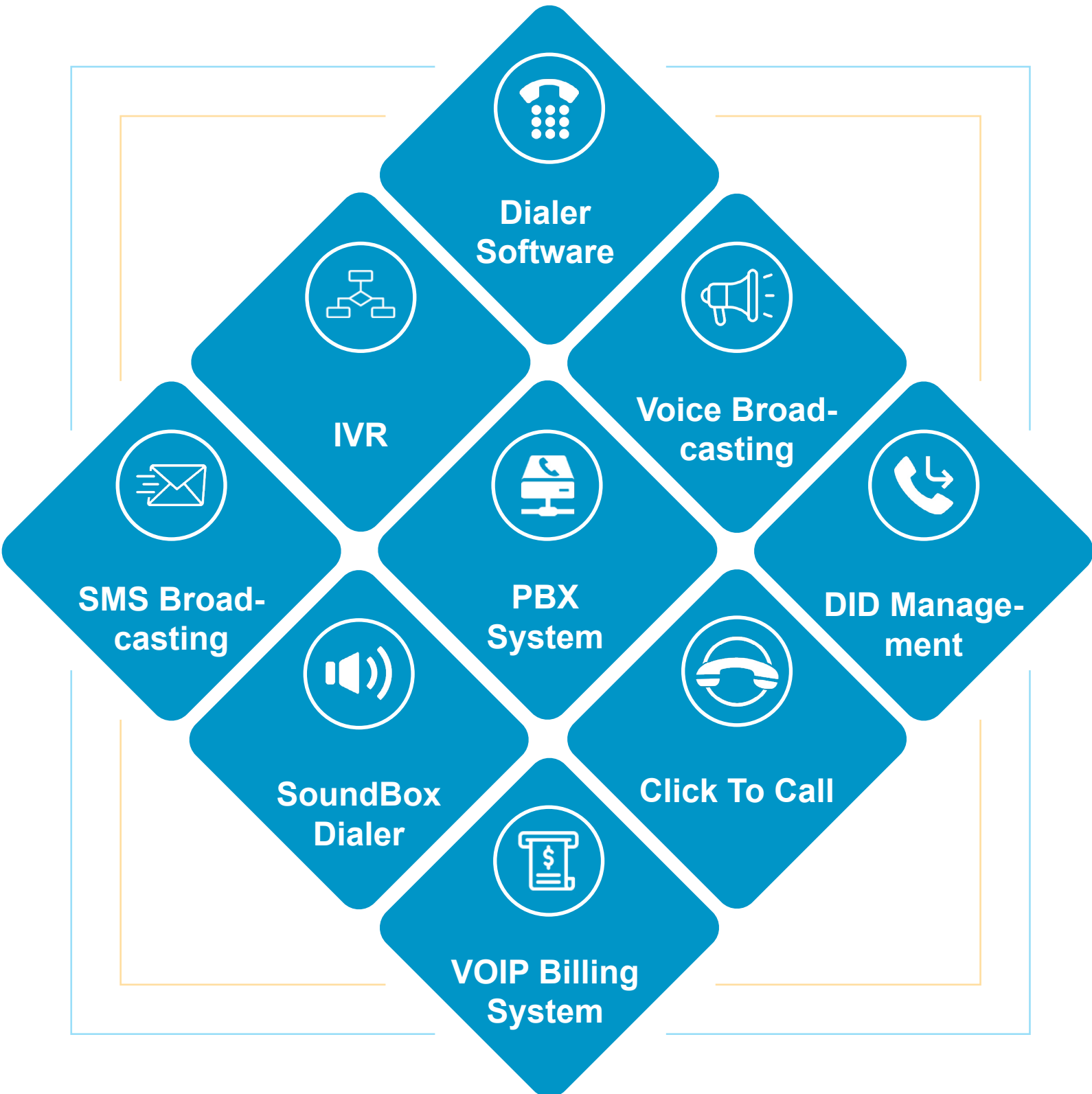
1160+

**Projects Completed**

900+

**Happy Clients**

# WHAT WE PROVIDE





Call center dialer is a software, which is automatically dial numbers from contact list. It's increase the call connect ratio and agent talk time by reduce manual dialing. You can improve your agent's productivity and handle more customer calls in less time for high volume with our leading call center dialer software. So, improve the stability between efficiency and cost with us.

It is also called "Outbound Dialer Software". The right dialer software for the call center is much more than just an automatic dialing solution, because of it brings analytical insights to the outbound calling process to enhance call center efficiency and improve agent productivity. Call center dialers are used by most customer-facing teams distributed across a company. While sales representatives are the primary users, call center dialers have evolved to meet the demands of marketing, support and sales teams too.

## KEY FEATURES



### Press 1 Campaigns

Dialers help businesses to collect customer response and conduct market research by this feature.



### Callback Scheduling

Call center dialers allow agents to re-connect with the customers by scheduling callback.



### Call Monitoring

Monitor all calls by interactive live dashboard and improve efficiency of agents by analyse agent performance.



### Call Recording

You can record all inbound and outbound calls and store all recording files in your database.



### CRM Integration

You can integrate dialer to CRM and get customer's details for provide better customer support by integration.



### Reporting

Improve your business productivity and sales by getting all reports of inbound and outbound calls.

# TYPES OF DIALER



## Predictive Dialer

A predictive dialer is an outbound dialer system, which automatically dials numbers from a contact list and as soon as the call connects, the call dialer routes them to an available agent to take the interaction forward. It analyzes when agents will be free to take the next call.



## Automatic/ Auto Dialer

An auto dialer is an automatic dialing software that will automatically dial telephone numbers from a list. Once the call is answered, the auto dialer will either connect the caller to a person or a prerecorded message. It increases agent's talk time by removing manual dialing.



## Preview Dialer

The preview dialer system automatically picks a contact record from the call list based on your outbound campaign settings and sends it to an agent who can review the contact details of the customer. After previewing the customer record, the agent can either go ahead with the call or reject it.



## Progressive Dialer

The progressive auto dialing technique automates the process of making outbound phone calls so call center agents don't have to manually dial each number from the contact list. Progressive Dialers are used in any vertical, for customer service, sales, telemarketing and collections.



## Power Dialer

The power dialer automatically dials the next phone number from your contact list right as you hang up the previous call. It saves your agents from having to click or select the next number to call. So, no need for more manual dialing.



Voice broadcasting is a software which you lets you send automated calls to a large number of people at once. If you want to send your message to the large number of people in few seconds, then Voice broadcasting is the best choice for you. Voice broadcasting have the ability to communicate and connect with people on a large scale.

It allows the call recipients to listen to the recorded message and interact by pressing keys on their keypad. It is an effective mass communication technique that rapidly sends unlimited notifications, informational or promotional messages, and alerts to your targeted audience. In addition, you can use call blasting service for offers, announcements, surveys and more. It is very simple to use and activate. So, you can reach easily to your targeted audience by using voice broadcasting software.

## KEY FEATURES



### Call Recording

You can store recording of your all calls and feedback calls upto long time in your database.



### Call Transfer

Voice broadcasting allows calls transfer to another agent.



### Personalized Message

Send personalized message by adding customer name in message with voice broadcasting software.



### Easy to Use

It is very easy to use and activate. So, any person can use this software for reach their targeted goals.



### Caller ID

Broadcasting software can easily target a customer for multiple calls with Caller ID support.



### Reporting & Analytics

Daily and monthly reports can be generated. Users can analyze calls with the help of reports on broadcasting.



IVR is an automated telephony system that combines pre-recorded messages or text-to-speech technology with a dual-tone multi-frequency (DTMF) interface to engage callers, allowing them to provide and access information without a live agent. It performs actions based on the answers of the caller through the telephone keypad or their voice response.

The choices of the caller decide the actions of the IVR and it can provide information or, if the issue is more complex, route callers to a human agent who can better handle their needs. IVRs are used by companies or contact centers to route calls based on the choices made by the caller. IVR systems improve the customer experience by providing a self-service method for customers to access the information. It also reduces the call volume for contact centers, lowering wait times and operational costs.

## KEY FEATURES



### Live Panel

Agents can view real-time call logs and statistics in the live panel and track easily live calls.



### Call Queuing

Call queuing helps in redirecting inbound calls to specific departments and keeping them organized.



### API Integration

Integrate various business processes and numerous data sources with IVR using this feature.



### Call Routing

This feature routes each inbound call to the appropriate agent or department.



### Greeting Messages

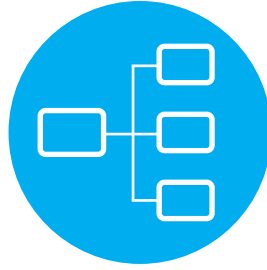
Greet your customers professionally with a pre-recorded message.



### Reports

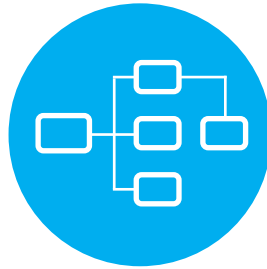
Monitor real-time performance and troubleshoot issues with reports.

# TYPES OF IVR



## Single Level IVR

Single Level IVR is an automated structure that utilizes the Auto-Receptionist feature. This functionality enables calls to be answered automatically with a professional or a custom recording. For example, welcome to the company.... Press 1 for Sales, Press 2 for Customer support, Press 3 for Accounts..... press 4 etc.



## Multi Level IVR

Multi-level IVR is an automated phone system that acts as an auto-receptionist by offering self-help features. The caller eventually finds the answer to their question or is routed to the representative that can best assist them. For example, IVR plays a Welcome message following Press 1, 2, 3 as per language specification. Press 1 for Sales, upon choosing, the call will be routed with various options diversifying products or services configuring a number of sub menus.





DID management software is a management system, which helps in manage DIDs. You can also forward your business calls to any other number by DID management software. So, you can call it "Call Forwarding Software". That number may be mobile, office or home phone number.

Call forwarding is just a call management feature that lets you route unanswered calls to another number. It is used by many big or small industries, which handle many business inbound calls. You can manage your entire business from any location by transferring all of your incoming calls to your mobile phone, home phone and any other number you choose. Global business call forwarding ensures your customers can reach you wherever you're located.

## KEY FEATURES



### Call Routing

Call routing options can be customized in call forwarding. Allow callers to find their answers without forward work.



### DID Management

Easily DID can be managed in call forwarding. Hence it is also called "DID management" system.



### Smart Call Forwarding

Avoid miss your calls by forwarding calls to any device anytime. With this software you can forward calls smartly.



### Call Recording

Record conversation between employee and caller with one easy click. Especially when meeting on call.



### Call Queuing

When the inbound calls volume increases and employees are busy on call, the calls can be put in the queue.



### Reporting and Analytics

It also provides live call reports with the help of which the caller can analyze the interaction of each employee.



SMS broadcasting software allows businesses to send text messages in bulk to a large targeted group of audience. Customers who opt into SMS messages can also be contacted by this software, making it easy for businesses to reach thousands of people at one click.

SMS message broadcasting can be used for brand announcements, promotions, offers, notifications & much more. It is one of the best ways for effective customer communication & building brand loyalty. It is a reliable and dependable way to send out important information to customers and anyone on your contact list. You can also send personalized message with SMS broadcasting software. This helps send blasts of bulk SMS marketing or automating the SMS transactional messages.

## KEY FEATURES



### Easy to Use

You can broadcast SMS easily. Just create a text message, upload a contact list and schedule and send.



### Personalized SMS

With the help of this software, you can make it personal by mentioning the name of the customer in SMS.



### Carrier Management

SMS can easily make a carriers in broadcasting and can also manage.



### Group Messaging

You can create a group of your targeted customers and send messages to that group.



### Scheduling

Create a schedule to automatically send SMS in advance.



### Reports

You can get detailed reports of how many messages have been sent and when.



A PBX is an acronym for Private Branch Exchange, which is a private telephone network that allows users can talk to each other. It operates a company's internal telephone network. It can helps communicate internally (within their company) and externally. A PBX system manages the routing and advanced calling features for in-bound and outbound calls.

It allows free calls between users. Additionally, it provides features like transfer calls, voicemail, call recording, interactive voice menus (IVRs) and call queues. A PBX uses various communication channels, such as Voice over Internet Protocol (VoIP) and Integrated Services Digital Network (ISDN). It helps increase productivity and gives your business a professional voice when communicating with customers, colleagues, and partners.

## KEY FEATURES



### Paging

Using this feature, you can record a message and send it to the entire team.



### IVR

Intelligently redirect your inbound calls to different departments with the help of IVR feature.



### Call Forwarding

The PBX system can forward inbound calls to another number or voicemail.



### Call Recording

You can record all your outbound and inbound calls and save that recording for a long time.



### Unlimited Extensions

You can add unlimited extensions to the PBX system.



### Ring Groups

This feature allows employees with the same roles to be grouped together.



Soundbox dialer is a cost-effective software. You can easily communicate with customers as a live agent by just click on sound buttons in soundbox dialer. Soundbox dialer is also called “Avatar Dialer”. It can make easy your company to communicate your customers through perfect accent of American. It can handle either inbound and outbound calls.

Soundbox dialer software automatically dials as many numbers as possible, based upon the availability of agents. Soundbox dialer reaches maximum potential clients, giving them the best customer experience, eliminating cold calling from the system thus, keeping agents’ productivity high and increasing sales prospects. It can easily integrated into CRM and get all customers’ data and can transfer to another agent. You can also all calls are recorded.

## KEY FEATURES



### Dialer

Soundbox Dialer is one type of dialer software. Which is used in call centers for outbound calling.



### CRM Integration

CRM can be integrated with this system and customer records can be maintained.



### Call Recording

You can record every inbound/ outbound call so that you can use them to solve the problems of call centers.



### Call Transfer

Transfer calls to another agent with customers’ records for lead generation.



### Scripts

You can communicate with customers by clicking on the sound buttons in the scripts.



### Reporting

Analyze the performance of your agents with the help of agent performance reports.



Click to Call is an advanced telephony solution feature in call center software. It lets you dial a customer's number by just clicking on the number. No need manual dialing. Our click to call service adds to agents' productivity by saving their time to dial out customer numbers.

It is also known as Click to Dial or Click and Call. Agents can call the numbers they see by simply clicking on the number. Click-to-call creates an easy way for your customers to contact your sales and support teams. It leads to a dramatic improvement in agent productivity and ensures more customers engaging activity in an organization. Agents can quickly and easily contacts to customers by just click on Click to Call button.

## KEY FEATURES



### Call Recording

Agents can automatically record every call made and store it in a database.



### No Manual Dialing

Customer's number is embedded behind the click call button. So manual dialing is not required.



### Call Routing

This feature allows live calls to be routed to another agent.



### Call Masking

This service allows agents to communicate with customers without revealing personal numbers.



### CRM Integration

This service can be integrated with CRM and customer information can be obtained.



### Reporting

Provides real-time reports. Get all reports related to calls using the dashboard.



VoIP billing software helps in generate automated billing, it helps in monitoring sales data and replicate the actual position of organization. You can update the financial history automatically. It provides you various reports like charging, payment, call data records etc. It's provide multiple payment gateway options.

VoIP billing software helps VoIP businesses to manage their business efficiently. They assist in client management, reporting, automated billing and payment processes. No need to extra resources for generate invoices or bills. Thus, it's save cost of business. This include comprehensive call rates, offer flexible call plans, billing for call usage, prepaid and postpaid VoIP services to get the maximum business fluidity.

## KEY FEATURES



### Rates Management

With the help of our VoIP billing software, you can handle recharge and rates easily.



### Customer Management

Engage customers from businesses efficiently and effectively with billing software.



### Multiple Currencies

VoIP Billing Software allows generating invoices and bills in multiple currencies.



### Invoicing

Automatically generate invoices and bills for postpaid and prepaid customers.



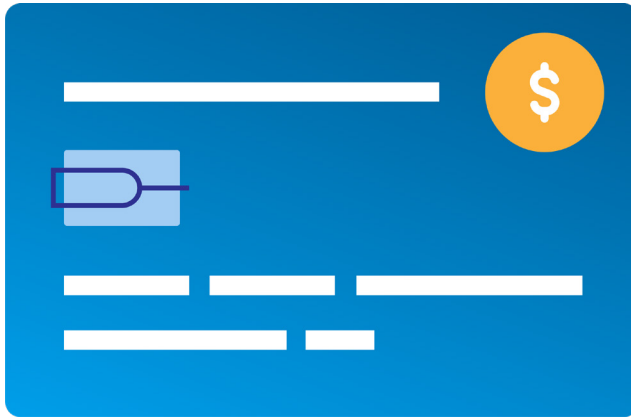
### Easy Signup

Billing software provides a signup option with the help of which any customer can sign up easily.



### Multi Payment Gateways

Multiple payment gateway options are provided for payment in this system.



Calling card is a cost-effective solution for long distance and international calling because long distance and international communication become very expensive day by day. So, calling cards are becoming very popular in VoIP business. Asterisk2VoIP provide PIN less and PIN base calling card.

It is very important to manage all entities accurately and keep the billing process fast and accurate. So, we provide a comprehensive Calling Card Solution to empower the calling card service providers with a widespread feature range. It provides a fair chance to earn lots of money. You can fabricate your own calling card by with the help of Asterisk2VoIP. People use calling cards for long distance and international calling.

## KEY FEATURES



### PIN and PINless

Calling cards are both PINbased and PINless solutions.



### Balance Transfer

User can transfer the balance from his account to another account.



### Multilingual IVR Support

Provide customer support in key regional languages for effective collaboration using this feature.



### Multiple Signup Method

Calling cards provide multiple signup options so more customers can be invited.



### Instant Notification

This feature gives permission to give instant notification of low balance during calling.



### Call Details Reports

Get call details reports and perform detailed analytics of data.

# WE EXPERTISE IN



We expert in many platform like, VICIDial, Asterisk, AGI, Integration with other tools, IVR etc. Asterisk2VoIP Technology has 12+ years experience of working on this platforms. We provide best installation, configuration and customization support on our all services. In addition, if client need any support during their working hours, then we also provide that.

VICIDial Installation, Configuration & Customization

Custom API & CRM Integration

Asterisk Integration Solution

AGI / AMI Programming

IVR & Dial Plan Designing



# WE WORK IN



# SUPPORT PRICING

**\$35**  
/ H

## WEEKLY

- Getting Started Support
- Installation Help
- Asterisk Support
- Instant Skype Support

Response Time **5 - 7 Days**

**\$49**  
/ H

## NORMAL

- Getting Started Support
- Installation Help
- Asterisk Support
- Instant Skype Support

Response Time **8 - 10 Hours**

**\$79**  
/ H

## INSTANT

- Getting Started Support
- Installation Help
- Asterisk Support
- Instant Skype Support

Response Time **30 - 60 Min.**

**\$1500**  
/ M

## MONTHLY

- Getting Started Support
- Installation Help
- Asterisk Support
- Instant Skype Support

Response Time **Daily 6 Hours**

# GET IN TOUCH



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