

Manthan IT Solutions

Auto-Dialer Software: Development Overview

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About Us

- Manthan IT Solutions is a software development, training and outsourcing company, which emphasizes on high quality, timely delivery and cost - effective offshore software and offshore services.
- We work with clients across multiple continents and are aware of the challenges associated with offshore software development. We have a varied, rich and an extensive experience of working with technologies. We have successfully executed contracts in various technology areas and have done work with over 500 domestic as well as overseas clients for their various requirements .

Our Diverse services:

- Digital Marketing (Bulk SMS, E-mail, SEO)
- DMS/Workflow, System Integration / Testing Manpower outsourcing
- IT Infrastructure Services Manpower Outsourcing
- e-Business solutions
- Asset Management
- Security Solutions
- Smart Card Solutions
- Managed Services
- Strategic outsourcing
- IT Training

MANTHAN IT SOLUTIONS

Way to grow business

Our Product

Auto Dialer

What is it ?

- Auto Dialer offers a set of features needed for an organization to effectively start and manage inbound or outbound call campaigns. It is a computer and Android App based software that automatically calls a list of telephone numbers, screens the unnecessary calls such as answering machines and busy signals, and then connects agent with the customer.
- It has the ability to check the average handle time, agent availability, available lines, busy numbers and no answer calls
- Once the call has been answered, the auto dialer either plays a recorded message or connects the call to a live person.

Why do you need it?

To call a large number of clients in a limited period of time and to eliminate non-productive calls in order to keep agents talking, your telephone agents will need the assistance of our auto dialers, hence, shooting up the agent productivity.

Our auto dialer is a powerful application with the main function of dialing numbers submitted by the administrator through web interface. It performs following tasks:

- **Easy campaign number management**
- **Multiple dialer modes**
- **Dialing retries**
- **Campaign Disposition**
- **Campaign Agents**
- **General features**
- **Powerful Statistics Data**

Key offerings of our Auto Dialer

- **Automated outbound**
Call hand line Mode with Auto / Predictive / manual / Preview Dialing.
- **Data Import for Calling**
Import data easily for multiple service (PSF, Service Reminder, Lost Customer, Insurance Reminder, etc.)
- **Simple Reporting**
 1. **Lost Customer Calling Report.**
 2. **Report service wise (Free Service, Paid Service, First , Second , Third Service)**
 3. **Report CRM wise**
 4. **Report Date wise (Month wise, Day's wise, Week wise).**

Advance Reporting

- Customer Calling Report
- Filter Date wise Report
- Filter Data Type (Lost Customer, PSF, Service Reminder, Insurance Reminder)
- Filter Status wise.

Booking, Corporate Customer, Dis-Satisfied Customer, Distance Problem, Estimate too High, Mileage not Completed, Next Follow-up, Not Reachable, Out of Station, Ringing, Shifted, Sold, Others, Switch Off, Total Loss, Work Outside Wrong Number

Commercials

User	Validity	Costing
2 Users	1 Year	6000 INR +Service Tax
4 Users	1 Year	11500 INR+ Service Tax
6 Users	1 Year	15000 INR + Service Tax
10 to 50 Users	1 Year	20000 INR + Service Tax

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THANK YOU

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