

Smart Caller

Automatic 24/7 notification of subscribers through IP channels and E1/T1 trunks

Smart Caller is designed for prompt delivery of voice and text messages, as well as conduction of mass surveys in a dialogue format automatically through various communication channels.



Highlights

- The system is controlled remotely using a web-browser and any OS
- Automatic creation of tasks based on the templates
- Automatic start of notification
- Creating tasks with personal scenarios for each subscriber
- Possibility to make up to 400 simultaneous calls
- Linux CentOS server
- Time zone consideration

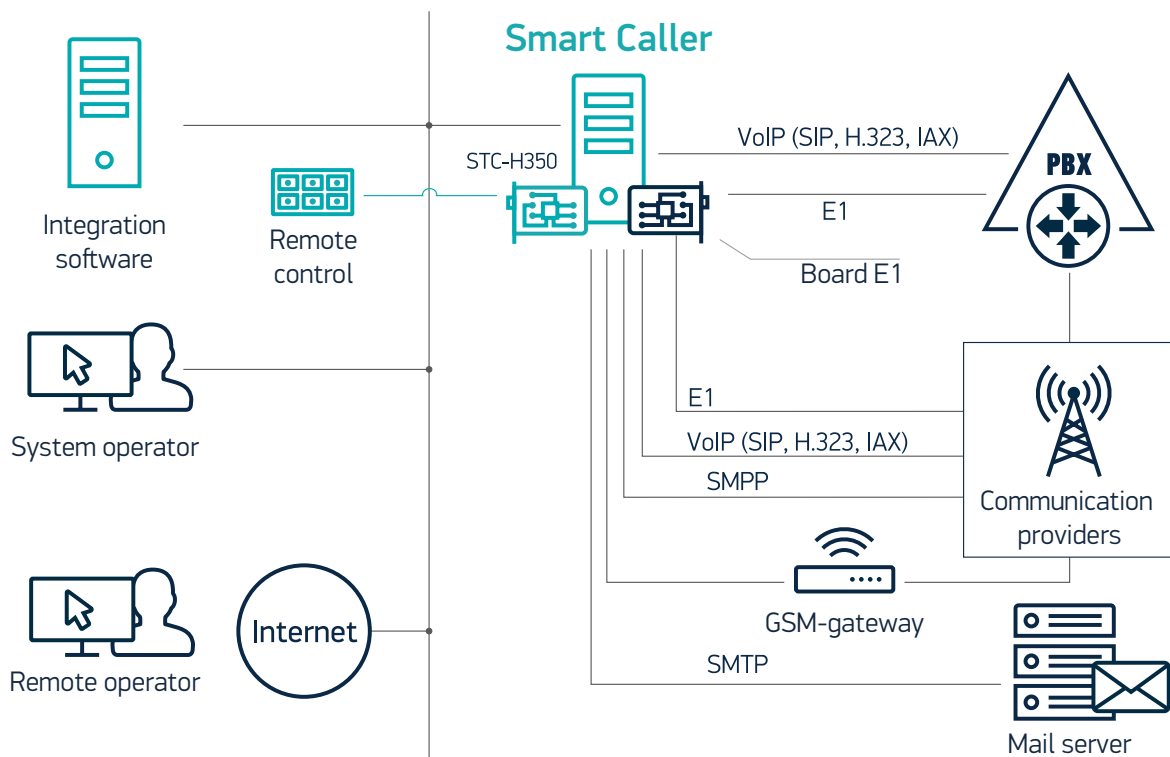
Functionality

- Subscribers notification via VoIP (SIP, H.323), and E1/T1 trunks
- Even distribution of system's capacity
- Unlimited number of notification tasks
- Creating tasks manually or automatically based on a template
- Flexible notification settings in the task template (schedule, life time, time zones)
- Sorting tasks by state and date of creation
- Detailed reports with flexible filters of notification results
- Creating voice messages using TTS technology (voice Carol), microphone or imported audio file

Application

- Advertising of goods and services, telephone marketing
- Automatic notification of database subscribers and transferring the calls to contact center agents
- Notification of employees and customers about upcoming events, emergency situations, etc.
- Emergency alert

- Request for re-listening the messages
- Request for the call transfer to contact center agent on the completion of the notification
- Exporting and printing reports in a spreadsheet files (.csv)
- Audio recording of subscribers notification
- Real-time analysis of the system's workflow
- Importing databases into the system with spreadsheet files (.csv)
- Connecting the system directly to the network provider or joint operation with PBX Cisco, Avaya, Samsung, etc.
- Confirmation of successful notification



Deployment scheme for software system of automatic notification and survey Smart Caller

System using examples



Security services and emergency agencies personnel notification

In the event of emergency Smart Caller quickly informs responsible persons. The system carries out the notification on stationary or mobile phones.

Upon receiving the message subscribers can confirm the notification by voice. The system keeps all answers recorded.



Notification possibilities for telecommunication and Internet providers

- Informing about new services and promotions
- Informing on failures on a network and other emergencies

Integrated with information system of an organization Smart Caller makes calls in automatic mode and provides users with information previously recorded on a microphone. After the notification the system creates a report that is also sent to an information system of an organization.



Automatic outgoing calls for contact centers

Contact centers can use Smart Caller as a separate module of automatic outgoing calls. Load contacts database in manual or automatic mode (CRM integrated database systems), configure the script of making calls and the system is ready for use.

When a subscriber answers the incoming call, Smart Caller provides a person with a certain information and if a person is interested the call is transferred to the contact center agent who can answer the questions and provide additional information.

The system allows you to ring up a large base of contacts in a short period (cold calls) and transfer only interested, potential customers to call centers (warm calls).

- Call center workforce optimization
- Operating costs reduction
- Agents answer only useful calls

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