VOIP ESSENTIAL

CALL CENTER
SOLUTIONS
Simple. Affordable. Effective.

Increase customer retention and revenue growth through target-ed engagements. Confidently deliver the right message, through the right communication channel at the right time. Reduce customer acquisition costs through interactive campaigns and train them longer with targeted communications."

Email
sales@voipessential.com

Phone
1855-455-VOIP

Web
www.voipessential.com

Top Features

Campaign Types

Predictive Dialer, Voice Broadcast Dialer, Inbound /Outbound Blend. Hassle free, super flexible and fully customizable.

Local Touch

Display caller ID based on the destination numberfor higher contact rates.

DNC Compliance

Automatically scrub your data against an internally maintained historic DNC list. Real-time NDNCscrubbing available, call us for more info.

Area Code Scrub

Easily eliminate calling certain areas based on lead information including area code, city, state, etc.

CRM Integration

Custom integration with a CRM system of your choice. Choose from one of our already supported CRM partners or Bring Your Own CRM (BYOC).

Call Recording

If you ever need help, we will be there for you. We offer quick, guaranteed support via our email-based ticketing system. 24X7 emergency phone support as well.

Full Feature List

Integrated call recording

Skills-based routing with agent ranking

Outbound agent-controlled, broadcast and predictive dialing

Ability to have agents work from almost any internet connected computer

Three-Way calling within the agent screen

Scheduled Callbacks: Agent-Only and Anyone

Custom Data Field Forms with Switchable Forms

Agent Scripting with customer data

Scalable to hundreds of logged in agents

Inbound Post-Call Customer Surveys

Web-configurable IVRs and Voicemail boxes

Inbound, Outbound and Blended

Outbound CallerID Groups: per-State, per-Areacode, Round-robin and Auto-rotate

Inbound Queue Preserve-Place-in-Line

Inbound Queue Closing Time Features

Real-time reports with "click-to-listen" to monitor agent phone calls

Integrated web-based agent phone included, requires no agent setup

Immediate or scheduled website callbacks

Easy importing of calling lists through the Web, by API or scheduled by FTP

Inbound and Advanced Forecasting Reports

Internal chat and broadcast messaging to agents

Remote API control of agent screen functions

Share lead data across systems instantly when calls are transferred

Multiple configurable options for leaving messages on customer voicemail boxes

Full USA, Canada and UK regulatory-compliance

Auto-generate call lists based on dropped inbound queued calls

Local, toll-free and international inbound phone numbers available

DNC.COM Lead Filtering and Inbound Call Filtering

Cellphone filtering for TCPA compliance available

System-wide, per-Campaign and Inbound DNC Lists

Computer IP Address access restrictions for web resources

GDPR Compliance features

Encrypted customer data handling available

Ab ility to have recor dings automatically transferred to an external FTP site

Agent Audio Sound boards available

Dozens of standard reports, which can be emailed out on a set schedule

Month-to-month terms, no long-term contracts

Quality Control module available

PBX features allow you to use your dialer system as your office PBX

No hidden fees

99.9% up-time guarantee*

External CRM Integrations

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