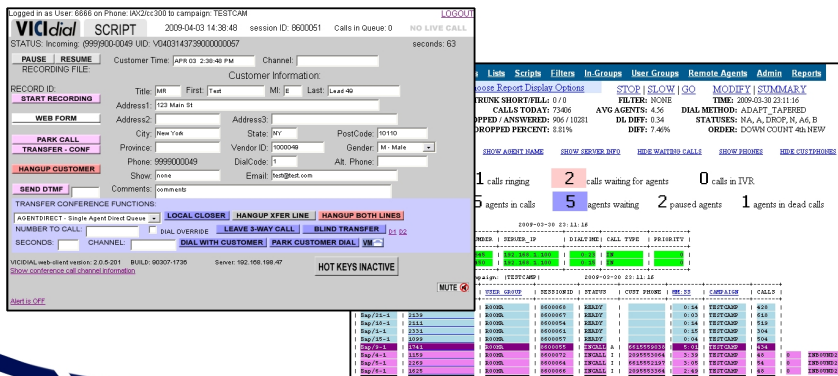# VICIdial Group

Available Services

- Consulting

The ViciDial Group can provide consulting services in any capacity you need. Our experience ranges from single-issue trouble shooting to complete turn-key installations with project management. Our staff is experienced in all facets of call center operation ranging from software design, telecom and IT infrastructure, structured wiring management, and even simple call center best practices and operations. The collective experience and skill of the ViciDial group also makes us an invaluable resource for problem solving and general IT needs.

- Development and Integration

The ViciDial Group is the official maintainer of the ViciDial open-source project, and as such we are in a unique position to provide an unparalelled level of customized ViciDial needs and integrations with other software and technologies. This allows you to still use your pre-existing infrastructure with ViciDial thereby minimizing training needs and risk associated with a complete technology change over. All customizations and integrations done by the ViciDial Group that fit within the scope of the ViciDial project and that can be included without a large level of disruption to the current code will be merged into the main project branch. This allows you to upgrade your ViciDial software to the newest version with minimal to no effort required to maintain your already paid for development work.

- Maintenance and Service Plans

We at the ViciDial Group realize that the goal of your company is to make money, not worry about the stability of your servers or qualifications of your IT staff. In order to address this need we offer support plans in a wide range of options including on-call 24x7 support. These service plans are purchased in blocks of hours per month in a tiered timeframe support structure allowing you to only purchase support for the times of the day when you need it. In addition to this, discounts are given on overages and you are able to use your plan's hours for any of the services the ViciDial Group offers excluding major feature development. These hours can also be used for things beyond ViciDial support such as network services, Linux support, IT staff augmentation, and numerous other things. Please ask your ViciDial Group representative for more information regarding the tiered pricing schedule.

2012-01

Your Open Source Call Center Solution VICIdial

VICIdial is a complete Open Source inbound, outbound and blended call center suite. The agent interface is completely web-based and gives real-time information and functionality with nothing more than a web browser on the agent's computer.

The management interface is also web-based and offers the ability to view several real-time and summary reports as well as customize how the system runs with hundreds of detailed call handling and agent options and settings. VICIdial can function as an ACD or IVR for inbound calls, or for calls coming in from another ViciDial agent, and even allows for remote agents logging in from remote locations as well as remote agents that may only have a phone.

There are currently over 4,000 installations of ViciDial in production in over 100 countries around the world, several with over 300 agent seats, and several with multiple locations.

Major ViciDial Features:
* Inbound, Outbound and Blended call handling
* Outbound agent-controlled, broadcast, survey and predictive dialing
* Full USA, Canada & UK regulatory compliance
* Web-based agent and administrative interfaces
* Ability to have agents operate remotely
* Integrated call recording and retrieval
* APIs for agent and administrative functions
* Three-way calling within the agent application
* Scheduled Callbacks: Agent-only and Anyone
* Web-configurable custom data fields
* Scalable to hundreds of seats
* Optional browser-embedded web-phone
* Ability to use standard Telco(T1/E1) lines and VOIP(SIP/IAX) trunks
* Open-Source AGPLv2 licensed, with no per-seat or other software licensing costs
* Integration with third party applications such as VtigerCRM, QueueMetrics, Cepstral Text to Speech and Sangoma's advanced Call Progress Detection(CPD)
* External systems integration through our APIs

The web interfaces are available in several languages

AGENT INTERFACE:	ADMINISTRATION INTERFACE:
* English	* English
* Spanish	* Spanish
* French	* French
* German	* German
* Italian	* Italian
* Portuguese	* Greek
* Brazilian Portuguese	* Brazilian Portuguese
* Polish	
* Greek	
* Slovak	
* Russian	
* Dutch	
* Swedish	
* Traditional Chinese	