



To flourish call centers, BPOs, and organizations belong to all industry verticals with seamless and empowered communication!

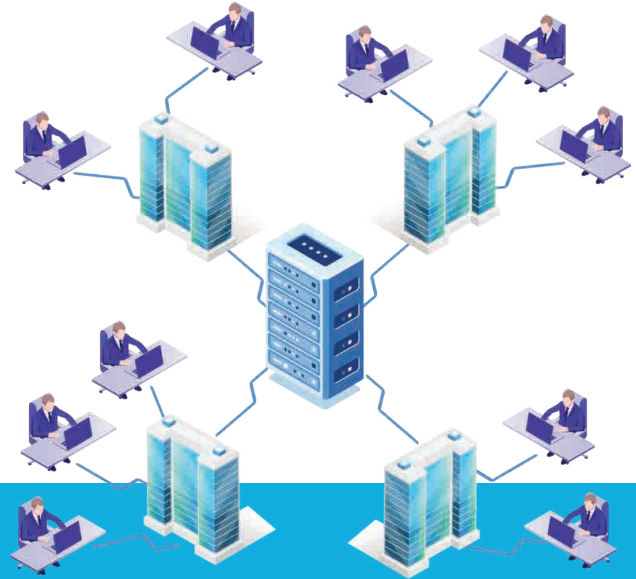
www.icallify.com

iCallify is built with cutting edge technology and intelligent algorithms to support and strengthen all specific and general campaigns. The iCallify supports all scaled call centers and enterprises.



SINGLE TENANT

To support ongoing campaigns of a call center, BPO, KPO and support center with a single entity.



MULTI TENANT

To have a streamlined and centralized control over widespread branches or to run call center business with SAAS model.

Can be implemented on



Cloud



On-Premises

Lead Generation & Sales campaigns empowered with a range of dialers:



Predictive



Progressive



Preview



Auto



Manual



Customer care / support campaigns get catered with various call routing rules to deliver the best customer experience:



Random



Round Robin



Fewest Calls



Idle since a long time

Improve Performance of blended campaigns with futuristic call center software features:



Soundboard
Avatars



Live
Dashboards



WebRTC
based Webphone



Live Call Monitoring
& Control



Account
Statistics



Extensive
Reports



3rd Party API
integration



Answering Machine
Detection (AMD)

iCallify is furnished with all fundamental features to support inbound / outbound / blended campaigns:



DID
Management



Blind
Transfer



Attended
Transfer



Whisper



Barge-in



Call
History



Trunk
Management



Live Agent
Statistics



Call Hold



Call
Recording



Callback
management



Campaign
management



Script Popup



DNC
(Do not Call)
Support



Blacklist



Roles &
Permissions



Lead
management



IVR
(Interactive Voice
Response)



Web Form
Management



3-way
Conference



Disposition

iCallify can benefit all industry horizons in the process of business growth by offering various advantages:



**Strengthen
Communication**



Save Time



**Improve Customer
Experience**



**Better Resource
Utilization**



Reduce Expenses



Increase Sales



**Aid Business
Decisions**



Improve ROIs



An IT company that aims to bring innovative technologies! With its adroitness, the company has catered hundreds of customers world wide. The company has successfully delivered projects in VoIP, web and mobile arenas. The company strives to strengthen organizations with innovative and cutting edge solutions.



400+

Companies



700+

Projects



50+

Geographical
Regions

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