



Redefine Your Customer Engagement

Transform traditional customer care into
an effective customer engagement center



What's New in
iCallify 4.0?

Redeveloped

Latest Technologies

Fresh UI

Simplified

Phone

Call Center PBX agent Deep

Total Calls: 39 | Outbound Calls: 36 | Inbound Calls: 3 | Answer calls: 34 | Average Talktime: 00:22

Call History

Call	Date	Time	Duration	Actions
June Polite (808300090)	Today (26/02/2024)	4:18 PM	00:00:03	WhatsApp, Email, Print, Call
June Polite (808300090)	Today (26/02/2024)	4:17 PM	00:00:02	WhatsApp, Email, Print, Call
June Polite (808300090)	Today (26/02/2024)	4:17 PM	00:00:00	WhatsApp, Email, Print, Call
Freedy Sharma (14343239349)	Today (26/02/2024)	4:15 PM	00:00:14	WhatsApp, Email, Print, Call
Amber Goods (91287234892)	Today (26/02/2024)	4:13 PM	00:00:01	WhatsApp, Email, Print, Call
Bobby Brown (918747378328)	Today (26/02/2024)	4:13 PM	00:00:03	WhatsApp, Email, Print, Call
Petric doe (16327347823)	Today (26/02/2024)	4:12 PM	00:00:00	WhatsApp, Email, Print, Call
Freedy Sharma (14343239349)	Today (26/02/2024)	4:11 PM	00:00:05	WhatsApp, Email, Print, Call
Luis venture (91273443328)	Today (26/02/2024)	4:09 PM	00:00:10	WhatsApp, Email, Print, Call
Preston Mysliwicz	Today	4:08 PM		WhatsApp, Email, Print, Call

Search

Search by number or name

Search Lead

Incoming Call From
June_Polite
808300090

Call Control: End Call, Answer Call

Registered SP Device: 2

Line Chart: Total Calls, Answered Calls, Failed Calls (2024-01-04 to 2024-01-31)

Top Tenants: Donut chart showing usage distribution.


Recently added Tenants: Donut chart showing calls distribution.

CPU Usage: 36.49% (Total: 100%, Used: 36.49%, Free: 63.51%)

Disk Usage: 36% (Total: 100%, Used: 36%, Free: 64%)











Memory Usage: 36% (Total: 100%, Used: 36%, Free: 64%)

©2024 YOUR BRAND. All Rights reserved.

Call Center  PBX

- Phone
- My Leads
- Recording
- My Call Logs
- Follow Up
- Settings

Total Calls **39**
Outbound Calls **36**
Inbound Calls **3**
Answer calls **34**
Average Talktime **00:22**

Call History	Missed Calls	Voicemails
 June Polite 808300090	Today 26/02/2024	4:18 PM 00:00:03
 June Polite 808300090	Today 26/02/2024	4:17 PM 00:00:02
 June Polite 808300090	Today 26/02/2024	4:17 PM 00:00:00
 Freedy Sharma 14343239349	Today 26/02/2024	4:15 PM 00:00:14
 Bobby Brown 91287234892	Today 26/02/2024	4:13 PM 00:00:01
 Petric doe 918747378328	Today 26/02/2024	4:13 PM 00:00:03
 Preston Mysliwicz 16327347823	Today 26/02/2024	4:12 PM 00:00:00
 Freedy Sharma 14343239349	Today 26/02/2024	4:11 PM 00:00:06
 Luis venture 91273443328	Today 26/02/2024	4:09 PM 00:00:10
 Raymond Simpson	Today	4:08 PM

Search

Search by number or name

Search Lead
Try to create a new lead or search another name or number

+ Create Lead

● Ringing

F Outgoing Call To **Freedy Sharma**
14343239349




Call Recording

Hold

Transfer

DTMF

Sticky Agent

Platform Features

- Multi-Tenant Support
- Supervisor / Manager
- User / Agent
- User & Roles Management
- Agent Portal with WebRTC
- Multi Timezone Support
- Lead Management
- Automatic Call Distribution (ACD)
- Sticky Agent
- DNC Control
- Blacklist number
- Number Masking
- Web Form
- Custom Multi-level Dispositions
- Call Routing
- Call Barge, Monitor, Whisper
- SIP Trunks (BYOT Supported)
- Outbound Rules
- CallerID Groups
- DID Management
- Multi Level IVR
- Time Condition
- Conference
- Call Queue
- Ring Group
- Feature codes
- Voicemail
- Click to Call
- Webhooks
- Call Recordings
- Call Forwarding
- Follow me
- Speed Dial
- Do Not Disturb (DND)
- APIs for third party integrations
- Answering Machine Detection (AMD)
- Follow Up
- Break Code
- Wrap up time
- 2-way messaging (WhatsApp, SMS)
- Custom Fields for leads
- Preset (External number)



Campaigns

- Inbound Call Center campaign
- Outbound Call Center campaign
- Blended Call Center campaign

Lead Management

- Lead Group
- Disposition and Call notes tracking
- Lead Follow up notifications
- Lead Reports

Dialers

- Auto Dialer
- Manual Dialer
- Preview Dialer
- Predictive Dialer

WebRTC based softphone

- Inbound & Outbound Calls
- 3 Way Transfer
- Mute / Unmute call
- Hold / Unhold call
- Attendant & Blind Transfer
- DTMF

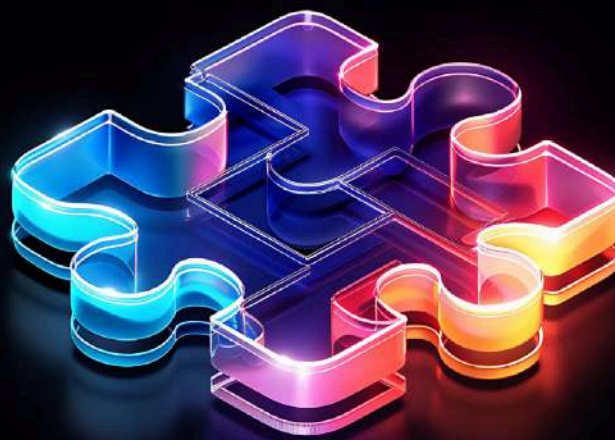
Voice Broadcast

- Scheduling
- Survey mode
- IVR mode

Reporting

- Dashboard
- CDR
- Realtime Report
- Campaign Report
- User Performance Report
- Login/Logout Report
- Recent Call History
- Missed Call Report

CRM Integration



CRM

3rd party integration is also available

www.icallify.com

Technical Specifications

- Operating System: Debian 12
- Web Server: Nginx
- Database Server: MongoDB
- Call Engine: FreeSWITCH
- Call Proxy: Opensips (Cluster mode)
- Signaling Protocol: SIP
- Audio Codecs: G.711 A-law/U-law, G.722, OPUS
- DTMF Method: RFC2833, and SIP Info
- Encryption: TLS, HTTPS, WSS
- Fraud Prevention: Fail2ban, Whitelist, Blacklist

Platform Highlights

- Multi-tenant Contact Center & IP PBX Software
- Omni Channel
- Built using latest technology stack
- Scalable for thousands of agents/users
- Multi-campaign login by agents
- API driven architecture
- Manager / Supervisor portal with integrated WebRTC



Technologies

 FreeSWITCH

 React Js

 OpenSIPS

 Node JS

 MongoDB

 Python

Our Clients



Roadmap Features

System Level Improvements

- Automated backup of call recordings to the cloud
- IVR Flow builder
- Text To Speech Integration (TTS)
- New advanced reporting

Automation

- IVR Flow builder
- Queue call-back

Broadcast enhancement

- Voice broadcast, press1 send automatic message Send data on web hook
- Post call survey
Transfer to IVR after the call
- WhatsApp Broadcast
- SMS Broadcast

Omni Channel

- Live Chat
 - Customer web live chat + webrtc call
- Help-desk Ticketing (Freshdesk)

Quality & Training


- QMS (Quality Measurement System)
- CSAT (Customer Satisfaction)
- Knowledge base





Schedule a Demo Now!

Contact US

 [+1 315 898 1325 \(USA\)](tel:+13158981325)

 sales@icallify.com

 www.icallify.com

