



shift*eight™ Dialler

The shift*eight™ Dialler is a powerful predictive dialler that automatically places calls, keeping your agents talking and successfully closing more calls. Incorporating ViciDial, an enterprise class open source software product, the shift*eight™ Dialler becomes a complete inbound/outbound call centre suite.

The shift*eight™ Dialler automatically places outbound calls, ensuring your agents are always talking to prospects or clients.

Leads are sourced from a leads database and calls are placed automatically by the shift*eight™ telephone system.

Keep your agents talking

- Inbound, outbound and blended call handling
- Outbound agent-controlled, broadcast and predictive dialling
- Scalable to hundreds of seats
- Web agent and administrative interfaces
- Ability to have agents operate remotely
- Scheduled callbacks: Agent-Only and Anyone
- Three-Way calling within the agent application
- Web-configurable IVRs and voicemail boxes
- Ability to use Telco lines and VOIP trunks
- Integrated call recording
- Open-Source AGPLv2 licensed

The shift*eight™ Dialler identifies unsuccessful calls such as busy tones and answering machines and automatically drops them so new calls can be placed. Calls are provided to the agent as soon as a successful connection is made.



Agents script view



Agents active calls view

- ✓ Eliminate dead time between calls
- ✓ Reach more customers
- ✓ Make calls that count
- ✓ Identify unanswered calls
- ✓ No per seat licensing cost
- ✓ No end-of-life

VICIdial®
Certified Partner



Close more calls with
the shift*eight™ Dialler!

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