We need a dialer system where we can either upload a large Excel file or connect it directly with our CRM. The system should be able to handle simultaneous calling, for example, if 10 or 15 agents are working, it should be able to dial calls on a large scale, and as soon as someone picks up, the call should be automatically connected to a live agent. It should support both outgoing and incoming calls. There should also be an option to manually dial a single outgoing call if needed. The system should have a search bar to look up data quickly. There should be a form where we can enter and save the details of interested customers. It should include a pipeline and follow-up system, and be capable of dialing 20, 30, 40, or even 50 calls at once, because in the USA, most calls go to voicemail, so when there are more agents, we can increase the dialing speed to make sure agents get connected to live customers.

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We also need an AI agent that we can train according to our needs. When an outgoing call is made, the AI should be able to automatically detect whether it's a voicemail or a live customer. If it’s a customer, the AI should be able to speak with them directly and collect all the necessary information. It should support multiple languages and have multiple voice options (both male and female). We should be able to choose the voice we want to use. We should be able to create as many AI agents as needed at any time, with no limitation. It should allow us to train the AI for different processes, and we should be able to customize the speaking speed, pitch, tone, etc. There should also be a call recording feature. You already understand the requirements well, so you know what other important features should be included.

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✅ Essential Features: Predictive Dialing Dials multiple numbers and connects only live calls to available agents. Skips busy signals, voicemails, and disconnected numbers. Voicemail Detection AI or tone-based detection to skip or leave a pre-recorded message. Live Call Connect Connects the agent only when a human answers the call. Call Routing & Queueing If no agent is available, put the call in a queue or transfer to the next available one. Call Recording Records all conversations for quality, compliance, or training. CRM Integration Auto-pulls data from and pushes call outcomes back into your CRM. Dynamic Caller ID / Number Rotation Uses different local numbers to increase pickup rate (especially in the USA). 🔧 Advanced/Useful Features: Answering Machine Detection (AMD) Detects voicemail vs human within milliseconds and acts accordingly. Call Disposition/Outcome Logging Agents can tag calls as interested, not interested, follow-up, etc. Call Scripting / Agent Assist Panel Display the right script based on customer type or campaign. Real-Time Analytics Dashboard Monitor active calls, dropped calls, agent performance, etc. Customizable Dialing Ratio Control how many numbers are dialed per available agent (e.g., 2:1, 3:1). Call Whispering & Barging Supervisors can listen in, whisper to agents, or join the call. DNC (Do Not Call) Compliance Automatically screens against DNC lists. Timezone-Aware Dialing Prevents calling at odd hours in different regions. 🤖 Bonus Features (for AI + Human Hybrid): AI Warm-up Agent AI talks first, transfers to human if the customer is interested. Multi-lingual Support AI/IVR or human agent routing based on language preference. Form Auto-Fill + CRM Notes Fills out lead/customer info while call is happening. Click-to-Call For manual dialing from within CRM or browser.

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✅ 1. Voice and Language Capabilities Multi-language Support – Understand and speak in different languages. Multiple Voice Options – Male and female voices; regional accents. Voice Customization – Adjust pitch, speed, tone, volume. Natural Language Understanding (NLU) – Understand customer intent, not just words. Speech Recognition (ASR) – Accurately transcribe what the customer says. Text-to-Speech (TTS) – Convert responses into human-like speech. 🧠 2. Intelligence & Decision Making Intent Recognition – Understand if the caller is interested, angry, confused, etc. Conversation Flow Engine – Smart branching based on user replies. Context Retention – Remember what was said earlier in the call. Custom Training – Ability to train for specific processes (e.g., insurance, loan, support). Integration with Knowledge Base – Pull answers from your database or FAQ. 📞 3. Call Handling Abilities Answering Machine Detection – Recognize voicemail vs. human and react accordingly. Smart Call Routing – Transfer to a live agent when needed. Unlimited AI Agents – No restrictions on how many run at once. Call Recording – Save calls for training, quality, or legal reasons. Call Summarization – AI-generated summary after each call. Fallback to Human – Automatically transfer difficult or confused calls. 🔧 4. Control and Customization Voice Selection Panel – Choose preferred AI voice. Speed & Pitch Control – Adjust how the agent sounds. Conversation Designer – Visual builder for flows/scripts. Custom API Hooks – Call external services (e.g., CRM, calendar, payment) in real time. A/B Testing – Test different scripts and flows. 📊 5. Monitoring and Feedback Live Dashboard – Monitor live AI calls, outcomes, and KPIs. Analytics & Reports – Call durations, conversion rates, dropped calls. Error Handling – Gracefully recover from mistakes or confusion. Feedback Loop – Train AI continuously with failed or incomplete conversations. 🔐 6. Security & Compliance Data Encryption – For call logs, voice, and customer info. Consent Capture – Verbal or DTMF-based consent logging. HIPAA / GDPR Compliance – If handling sensitive or medical data. Access Controls – Who can create/train/edit AI flows. 🚀 Example Use Case: For a USA-based lead qualification process, your AI agent should: Detect voicemail (and optionally leave a message). Greet the customer in natural American English. Ask questions like: "Are you looking for trucking insurance?" and store the responses. Recognize keywords like “Yes,” “Not interested,” “Send me info.” Fill a form and push it to your CRM. If customer is qualified, transfer live to a human agent. Let me know your exact use case (e.g., trucking insurance, real estate, collections), and I can help define: A custom AI flow Recommend tools like Replicant, Cognigy, or Voiceflow Or design your own AI agent architecture using APIs like OpenAI + Twilio + Whisper + TTS