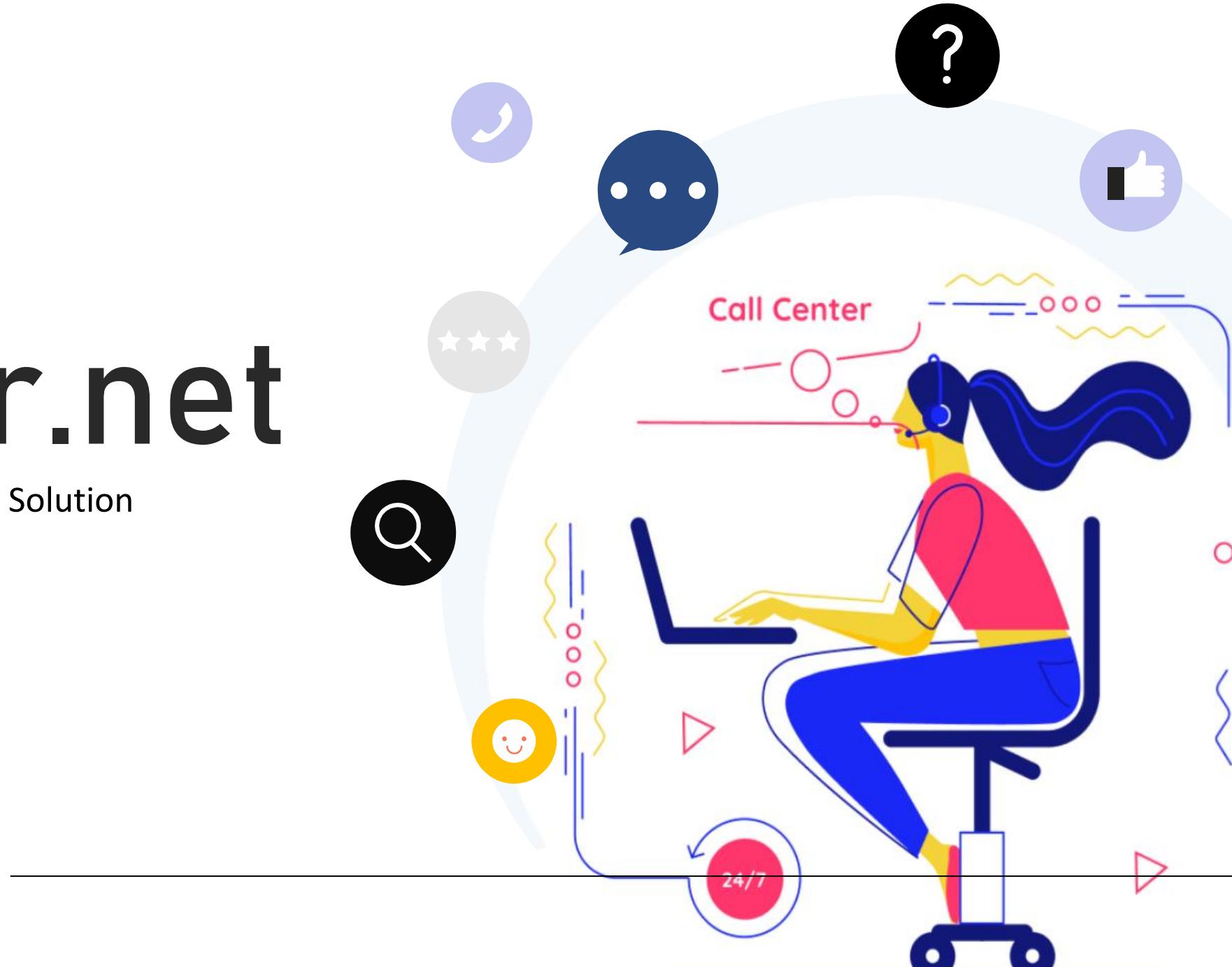
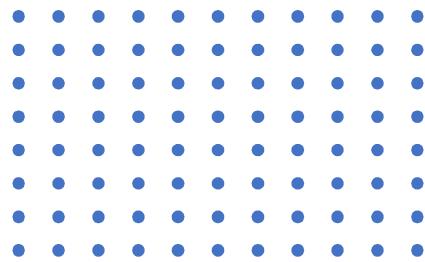


# odialer.net

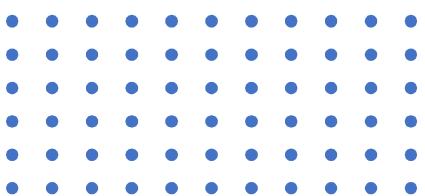
Call Centre & BPO Service Solution





# Dialer

24/7



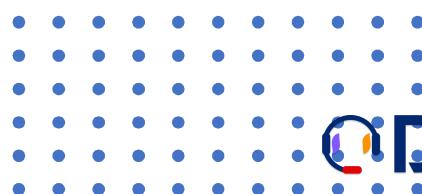
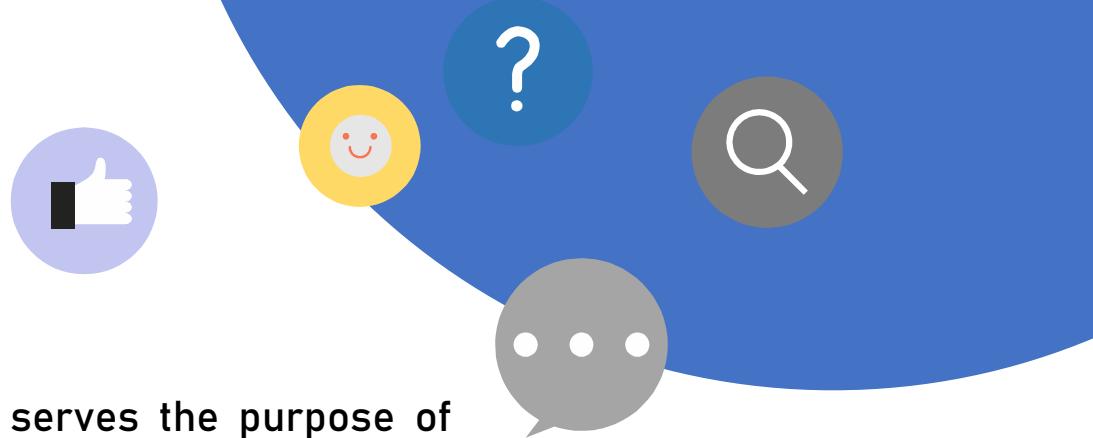
## OUR COMPANY



**oDialer** is a contact center solution that serves the purpose of communication applications with all kind of interaction channels such as Voice, Chat, Email and SMS. It is broadly used for effortless customer experience and operational efficiency.

Now a days successful enterprises use IT as a backbone to achieve greater results and the new concepts like SOA<sup>1</sup> and BI<sup>2</sup> are outcome of the evolution. SOA offers following business benefits:

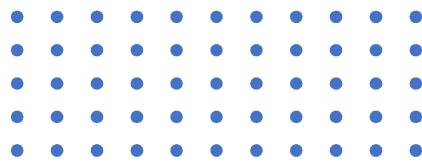
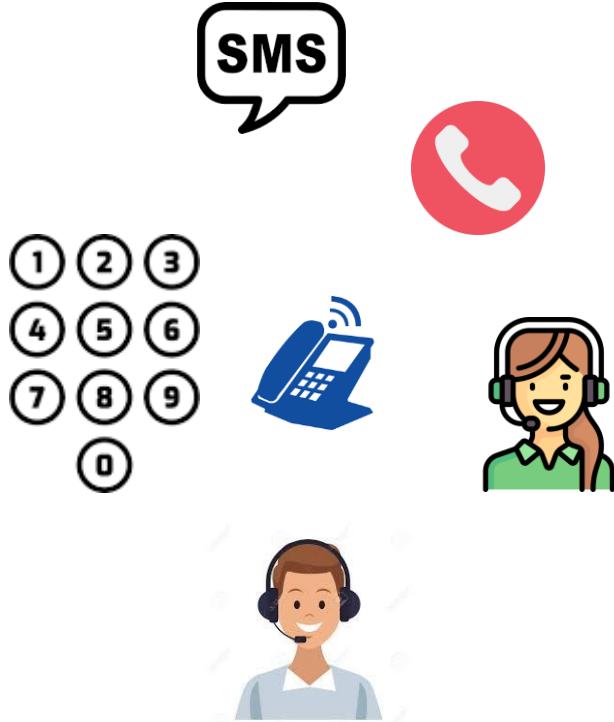
- Meeting customer demands more quickly and efficiently
- Lower costs associated with the acquisition and maintenance of technology
- Management of business functionality closer to the business units Leverages existing investments in technology
- Reduces reliance on expensive custom development
- Ability to function with security.



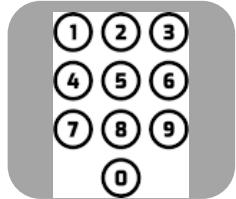
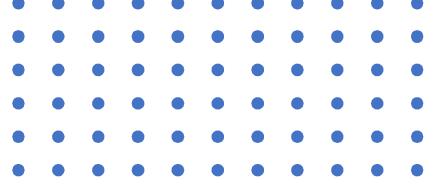
# ABOUT THE SOFTWARE



# Dialer



# OUR SERVICES



## Virtual Dial

Call can be generated online



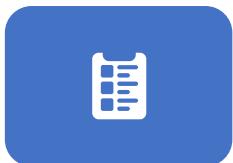
## Unified Message

Agents can send messages during the call



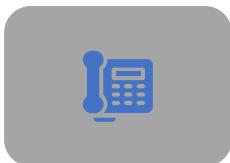
## Call Record

Enables call records between agent and customers



## Database

Shows the history of clients and Agent activity



## CRM

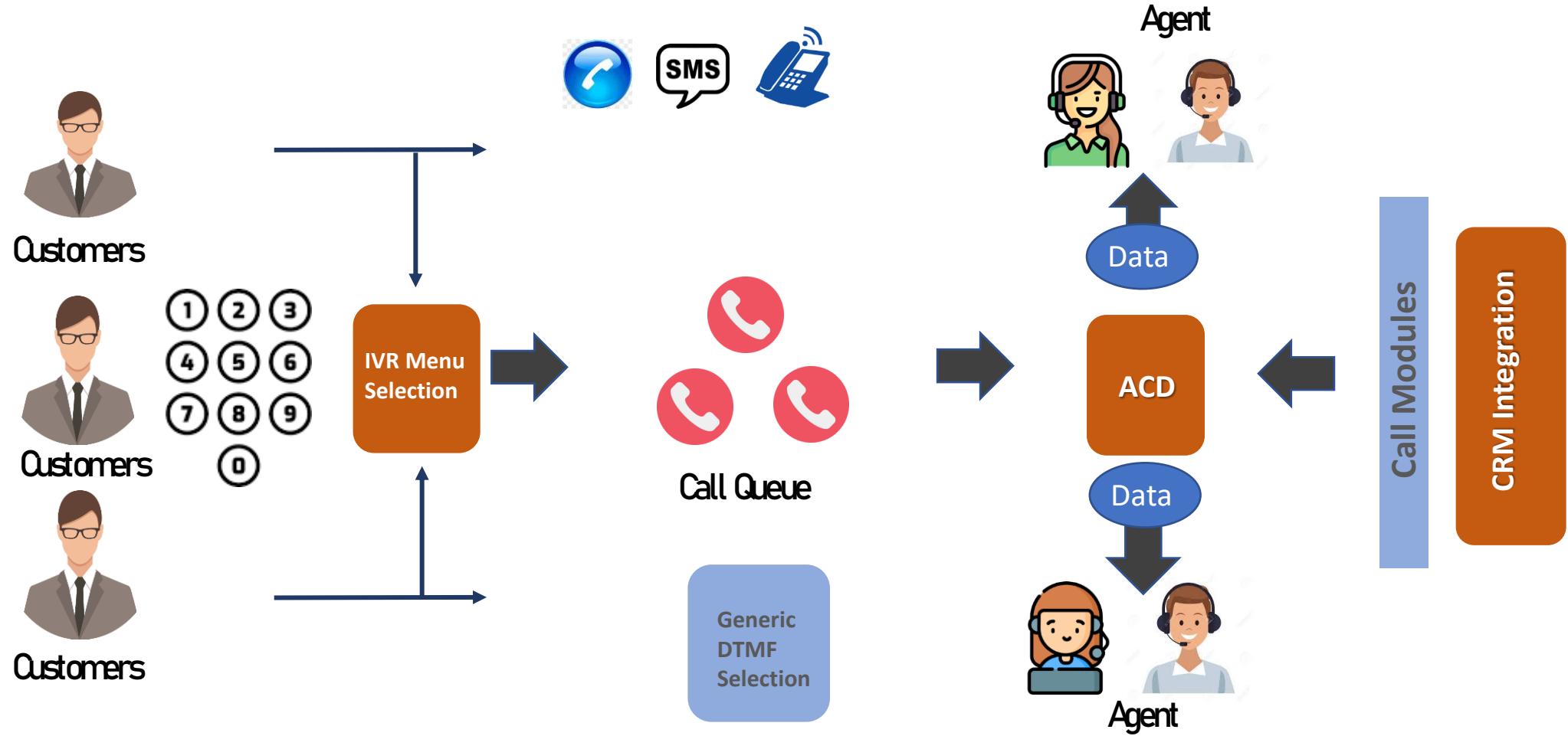
Integration of client's website with ours



## ACD System

Automated call distribution to the agent as per managers requirement

# In Bound Call Flow



# In Group

Sample : e-commerce

The screenshot shows a call center application interface. At the top, there is a header bar with the time "09:30:04", a status indicator "INITIATE", and a "NO LIVE CALL" message with a profile picture. On the left, a vertical sidebar features icons for navigation, skills, and a search function, with "InGroup" selected. The main area has a title "SELECT INGROUP". It contains two tabs: "Skill List" and "Selected Skills". Under "Skill List", there are checkboxes for "Add All" (checked), "Agent Direct" (unchecked), and "ODialer" (unchecked). Under "Selected Skills", there are checkboxes for "Delete All" (checked), "Agent Direct" (unchecked), and "ODialer" (unchecked). A "Blended Calling" checkbox is also present. Below these are "Reset" and "Submit" buttons. To the right, a modal window titled "Phone Number ...." is open, containing a green "II Now Pause" button, a numeric keypad, and standard call control buttons: "Hangup", "Hold", "Dial", and "Transfer". A large blue arrow points from the bottom right towards the dialer window.

# Agent Status

Sample : e-commerce

The screenshot displays a call center management application. At the top, a header bar shows the time as 09:30:04 and an 'INITIATE' button. On the left, a vertical sidebar features icons for Agent, Call, Data, and Queue. The main area is titled 'AGENT OVERVIEW' and lists seven agents with their names, IDs, and current status (Active, Pause, Break). A large blue arrow points from the right side of the interface towards the bottom right corner.

Date	ID	Status
John Doe	567894	Active
Jonahton Doe	567890	Pause
Man Doe	567891	Break
Jonahton Doe	567890	Pause
John Doe	567894	Active
Jonahton Doe	567890	Pause
Man Doe	567891	Break

Phone Number .... X

II Now Pause

Hangup II Hold

Dial Transfer

1 2 3 4  
5 6 7 8  
9 \* 0 #

# Call Queue

Sample : e-commerce

The screenshot displays a call queue management system with the following sections:

- Header:** Shows the time **09:30:04** and status **INITIATE**.
- Left Sidebar:** Includes icons for **Calls**, **Logs**, and **Metrics**.
- Call History:** A table showing recent calls taken by an agent named Test Jubaer.
- List of Calls in Queue:** A table showing three calls currently waiting in the queue, all assigned to the same agent.
- List of Drop Calls:** A table showing four calls that were dropped by the agent.
- Dial Pad Overlay:** A floating window containing a numeric dial pad with buttons for **Hangup**, **Hold**, **Dial**, **Transfer**, and control buttons for **Now Pause**, **Hangup**, and **Hold**.

# Call History

Sample : e-commerce

The screenshot displays a call center application interface. At the top, a header bar shows the time "09:30:04" and status "INITIATE". To the right, a message "NO LIVE CALL" is displayed next to a small profile picture. On the left, a vertical sidebar features icons for various functions: a double arrow for transfers, a network signal, a user profile, a phone receiver, and a database icon labeled "CDR". The main content area is titled "CDR" and contains a table with the following data:

SL	Date/Time	Length	Status	Phone	Campaign	In/Out	ALT	Hangup	Dial
1	2022-10-22 13:50:03	43	Reach	01303162195	Inbound	Out-Manual	Manual	Caller	Dial
2	2022-10-22 13:50:03	55	DC	01403162190	Inbound	Out-Manual	Manual	Agent	Dial
2	2022-10-22 13:50:03	55	DC	01403162190	Inbound	Out-Manual	Manual	Agent	Dial
2	2022-10-22 13:50:03	55	DC	01403162190	Inbound	Out-Manual	Manual	Agent	Dial
2	2022-10-22 13:50:03	55	DC	01403162190	Inbound	Out-Manual	Manual	Agent	Dial

To the right of the CDR table is a dialer tool window. It includes a search bar ("Phone Number ...") and several buttons: "II Now Pause", "Hangup", "Hold", "Dial", and "Transfer". Below these buttons is a numeric keypad with digits 1 through 9, along with \*, 0, and #.

# Report

Sample : e-commerce

The screenshot displays a call center application interface. On the left, a sidebar menu includes icons for Home, Reports (selected), Call Log, Queue, and Recycle Bin. The main area has a header with the time 09:30:04, a status indicator INITIATE, and a message NO LIVE CALL. A profile picture of a user is shown.

**MY REPORTS**

**Summary**

**MY SUMMARY**

**Start Date**

05-Oct-2022

**Search**

Date	Name	Phone	Email	Notes
2022-10-22 13:50:03	Test Jubaer	+88018888888888	Email	Notes
2022-10-22 13:50:03	Test Jubaer	+88018888888888	Email	Notes
2022-10-22 13:50:03	Test Jubaer	+88018888888888	Email	Notes
2022-10-22 13:50:03	Test Jubaer	+88018888888888	Email	Notes

**Dialer**

Phone Number ...

II Now Pause

Hangup Hold

Dial Transfer

1 2 3 4  
5 6 7 8  
9 \* 0 #



# Report

Sample : e-commerce

09:30:04 INITIATE

NO LIVE CALL

MY REPORTS

Inbound Calls

INBOUND CALLS

Start Date: 05-Oct-2022 End Date: 30-Oct-2022

Search

Date	Name	Phone	Email	Notes
2022-10-22 13:50:03	Test Jubaer	+88018888888888	Email	Notes
2022-10-22 13:50:03	Test Jubaer	+88018888888888	Email	Notes
2022-10-22 13:50:03	Test Jubaer	+88018888888888	Email	Notes
2022-10-22 13:50:03	Test Jubaer	+88018888888888	Email	Notes

Phone Number ...

Now Pause

Hangup Hold

Dial Transfer

1 2 3 4  
5 6 7 8  
9 \* 0 #

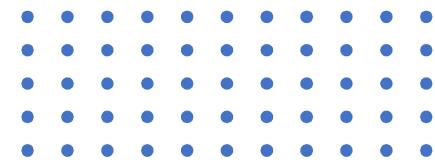
# Report

Sample : e-commerce

The screenshot displays a call center management interface with the following components:

- Header:** Shows the time **09:30:04**, a status icon **INITIATE**, and a user profile icon.
- Left Sidebar:** Includes icons for Home, Reports (selected), Call Log, Contacts, and Queue.
- Top Bar:** Features a search bar with placeholder "Phone Number ...." and several action buttons: **II Now Pause** (green), **II Hangup**, **II Hold**, **Dial**, and **Transfer**. Below these are numeric buttons for 1 through 9, \*, 0, and #.
- Section Header:** **MY REPORTS**.
- Filter:** Buttons for **Outbound Calls**, **Inbound Calls**, and **Missed Calls**.
- Search:** Fields for **Start Date** (05-Oct-2022) and **End Date** (30-Oct-2022), and a **Search** button.
- Table:** **OUTBOUND CALLS** table showing the following data:

Date	Name	Phone	Email	Notes
2022-10-22 13:50:03	Test Jubaer	+88018888888888	Email	Notes
2022-10-22 13:50:03	Test Jubaer	+88018888888888	Email	Notes
2022-10-22 13:50:03	Test Jubaer	+88018888888888	Email	Notes
2022-10-22 13:50:03	Test Jubaer	+88018888888888	Email	Notes



# Report

Sample : e-commerce

The screenshot displays a call center management system with the following components:

- Header:** Shows the time as 09:30:04 and an "INITIATE" status.
- Left Sidebar:** Includes icons for Reports (selected), User Management, Call Logs, Data, and System.
- Top Bar Buttons:** Agent Activity (highlighted), Agent Activity, Agent Activity, and Agent Activity.
- MY REPORTS Section:** Contains fields for Start Date (05-Oct-2022) and End Date (30-Oct-2022), and a Search button.
- AGENT ACTIVITY Section:** Displays a table of recent interactions:

Date	Name	Phone	Email	Notes
2022-10-22 13:50:03	Test Jubaer	+8801888888888	Email	Notes
2022-10-22 13:50:03	Test Jubaer	+8801888888888	Email	Notes
2022-10-22 13:50:03	Test Jubaer	+8801888888888	Email	Notes
2022-10-22 13:50:03	Test Jubaer	+8801888888888	Email	Notes

- Call Control Panel:** Shows "NO LIVE CALL" and a profile picture, with buttons for Hangup, Hold, Dial, Transfer, and a numeric keypad.

# Report

Sample : e-commerce

The image displays two side-by-side screenshots of a call center software interface, likely for an e-commerce platform. Both screenshots show a dark-themed interface with a header bar at the top.

**Header Bar:** The header bar includes the time "09:30:04", a status indicator "INITIATE", a "NO LIVE CALL" button, and a user profile icon. On the far left, there is a vertical toolbar with icons for "Script" (highlighted), "User", "Call", "List", and "Dialer".

**Screenshot 1 (Left):** This screenshot shows the customer details for "John Doe" (Phone: +88018-88888888, Email: john doe@gmail.com, Address: California Town, Hostown Village, Balance: \$200). Below this are "PREVIOUS CALL LOGS" for four recent calls. To the right is a dial pad with buttons for "II Now Pause", "Hangup", "II Hold", "Dial", "Transfer", and a numeric keypad from 1 to 9, \*, 0, and #.

Date	Name	Phone	Email	Notes
2022-10-22 13:50:03	Test Jubaer	+88018888888888	Email	Notes
2022-10-22 13:50:03	Test Jubaer	+88018888888888	Email	Notes
2022-10-22 13:50:03	Test Jubaer	+88018888888888	Email	Notes
2022-10-22 13:50:03	Test Jubaer	+88018888888888	Email	Notes

**Screenshot 2 (Right):** This screenshot shows the same customer details for "John Doe". It includes an "ADD NEW CUSTOMER" section with fields for Name, Phone, Email, and Password, each with their respective input boxes. A "Submit" button is located at the bottom right of this section.

# Report

09:30:04 INITIATE NO LIVE CALL

CTI

**John Doe**  
+88018-88888888  
johndoe@gmail.com California Town Hostown Village \$200

Address CUSTOMER ADDRESS

Name	City	Area	Address	Phone
Test Jubaer	Dhaka	Banani	Block - E, House No 148, Rd No 13B, Dhaka 1216	+88018-88888888
Real Jubaer	Dhaka	Dhanmondi	Block - E, House No 148, Rd No 13B, Dhaka 1216	+88018-88888888
Real Jubaer	Dhaka	Banani	Block - E, House No 148, Rd No 13B, Dhaka 1216	+88018-88888888
Test Jubaer	Dhaka	Banani	Block - E, House No 148, Rd No 13B, Dhaka 1216	+88018-88888888

Phone Number ....

II Now Pause

Hangup Hold Dial Transfer

1 2 3 4  
5 6 7 8  
9 \* 0 #

09:30:04 INITIATE NO LIVE CALL

CTI

**John Doe**  
+88018-88888888  
johndoe@gmail.com California Town Hostown Village \$200

Order List ORDER LIST

#	ID	Order Date	Shipping Address	Payment Status	Payment Type	Product Price	Shipping Charge	Total Amount
1	1246	2022-10-22 13:50:03	Jubaer Hossain, Block - E, House No 148, Rd No 13B, Dhaka 1216 01764824777	Paid	SSLCOMMERZ	0	60	60
2	1200	2022-10-22 13:50:03	Jubaer Hossain, Block - E, House No 148, Rd No 13B, Dhaka 1216 01764824777	Paid	NAGAD	354939	0	354939
3	1300	2022-10-22 13:50:03	Jubaer Hossain, Block - E, House No 148, Rd No 13B, Dhaka 1216 01764824777	Unpaid	BKASH	5,500	70	5,570

Phone Number ....

II Now Pause

Hangup Hold Dial Transfer

1 2 3 4  
5 6 7 8  
9 \* 0 #

# Agent Report

Sample : e-commerce

The screenshot displays two side-by-side panels of a call center application interface, both showing the time as 09:30:04 and a status of "INITIATE".

**Left Panel (Customer Ticket Interface - CTI):**

- Header:** Shows the current time (09:30:04), status (INITIATE), and a "NO LIVE CALL" indicator.
- Customer Profile:** Displays "John Doe" with the phone number +88018-88888888, email john doe@gmail.com, address California Town / Hostown Village, and balance \$200.
- Buttons:** Includes a "Script" button, a script editor icon (</>), and a "Ticket List" button.
- Ticket List:** A table showing five recent tickets with columns: SL, Code, Create Date, Subject, Category, Details, Status, Viewed, and Reply. The details for each ticket are as follows:
  - SL 1: Sookh-Fqiek16-166334537, Create Date 2022-10-22 13:50:03, Subject Test, Category Credit/Dredit Card Declined, Details Dddd, Status Open, Viewed 0.
  - SL 2: Sookh-Sdklfjs-2323534534, Create Date 2022-10-22 13:50:03, Subject Test, Category Credit/Dredit Card Declined, Details Test, Status Open, Viewed 0.
  - SL 3: Sookh-Sdklfjs-2323534534, Create Date 2022-10-22 13:50:03, Subject Test, Category Credit/Dredit Card Declined, Details Test, Status Open, Viewed 0.
  - SL 4: Sookh-Sdklfjs-2323534534, Create Date 2022-10-22 13:50:03, Subject Test, Category Credit/Dredit Card Declined, Details Test, Status Open, Viewed 0.
  - SL 5: Sookh-Sdklfjs-2323534534, Create Date 2022-10-22 13:50:03, Subject Test, Category Credit/Dredit Card Declined, Details Test, Status Open, Viewed 0.
- Dialer:** A numeric keypad with buttons for "Phone Number ....", "II Now Pause", "Hangup", "II Hold", "# Dial", "Transfer", and digits 1-9, \*, 0, #.

**Right Panel (Customer Ticket Interface - CTI):**

- Header:** Shows the current time (09:30:04), status (INITIATE), and a "NO LIVE CALL" indicator.
- Customer Profile:** Displays "John Doe" with the same details as the left panel.
- Buttons:** Includes a "Script" button, a script editor icon (</>), and a "Ticket List" button.
- Create New Ticket:** A form with fields for Customer Phone (Phone No.), Subject (Subject), Category (Category), Status (Status, Open dropdown), Details (Details), Agent Name (Name), and an "Add Ticket" button.
- Dialer:** A numeric keypad with buttons for "Phone Number ....", "II Now Pause", "Hangup", "II Hold", "# Dial", "Transfer", and digits 1-9, \*, 0, #.

# Report

Sample : e-commerce

09:30:04 INITIATE NO LIVE CALL

CTI

John Doe

+88018-88888888

johndoe@gmail.com California Town Hostown Village \$200

Customer Phone

Phone No

Message

Details

CREATE SMS

Hangup Hold Dial Transfer

1 2 3 4  
5 6 7 8  
9 \* 0 #

# Supervisor Dashboard

Sample : e-commerce

The Supervisor Dashboard is designed for managing call center operations, specifically for an e-commerce environment. It features a top navigation bar with real-time counts for Queue (0), IVR (0), Agent login (0), Available (0), and Break (0). A sidebar on the left provides quick access to various functions like Overview, Search Function, Agent Live Status, Realtime Agent, and Agent TV Screen.

The main area displays key performance indicators (KPIs) such as Total Agent (03), Total Campaign (02), Total Inbound (35), and Total Outbound (105). Below these, a table titled "Real Time Agents" lists agents by Campaign, Agent ID, Agent Full Name, Time, Calls, Status, Activity, and Watch. The table header includes filters for Campaign, Agent ID, Agent Full Name, Time, Calls, Status, Activity, and Watch.

At the bottom, several modal windows provide detailed information and reporting options:

- Search Function:** Includes "Calls In Hour" with Start Date and End Date fields, "Real Time Agents" with Start Date and End Date fields, and "Disposition Status" with Agent field.
- Agent Performance:** Shows Start Date and End Date fields.
- Agent Tracking:** Shows Start Date and End Date fields.
- Agent KPI:** Shows Report field.
- Export Inbound Report:** Shows Agent field.
- Drop Numbers:** Shows Report field.
- Export Outbound Report:** Shows Agent and Report fields.
- Recording QC:** Shows Report field.
- Recording Report:** Shows Report field.

# Supervisor Dashboard

## Agent Performance

Sample : e-commerce

0 Break 0 On Call 0 Queue 0 IVR 0 Agent ID 6666

Search Function

Choose Date: 11/20/2022

End Date: 11/25/2022

Search

Daily Report

Save as Excel Search:

No	Date	Full Name	Login Duration	Total Break	Break For Work	Working Hour	ACW	Calls Answered (Incoming)	Calls Answered Time	Avg Talk Time(IN)	Dialed Call (Outgo)
1	2022-11-21	Abc Def	00:01:27	00:00:00	00:00:34	00:00:53	00:00:00	0	00:00:00	00:00:00	2
2	2022-11-24	Abc Def	00:05:22	00:01:26	00:00:00	00:05:22	00:03:14	0	00:00:00	00:00:00	1
3	2022-11-24	Abc Def	00:06:18	00:00:15	00:00:00	00:06:18	00:00:00	0	00:00:00	00:00:00	1

Showing 1 to 3 of 3 entries

Previous 1 Next

# Supervisor Dashboard

## Agent Tracking

Sample : e-commerce

Agent login 0 Available 0 Break 0 On Call 0 Queue 6666

Home > Agent Tracking

Search Function

Choose Date: 11/20/2022

Report: Agent Activity

Search

Agent Tracking Report - Agent Activity : 0 Download Report

No	USER	USER NAME	EVENT	LOGIN CAMPAIGN	FIRST LOGIN TIME	LOGIN IP	EXTENSION ID	EVENT	LOGOUT CAMPAIGN	LAST LOGOUT TIME	WORKING HOUR
----	------	-----------	-------	----------------	------------------	----------	--------------	-------	-----------------	------------------	--------------

# Supervisor Dashboard

## Agent KPI

Sample : e-commerce

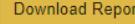
Break 0      On Call 0      Queue 0      IVR 0      Agent login 0      6666

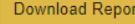
Home > Agent Kpi

Search Function

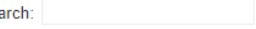
Start Date: 11/21/2022  
End Date: 11/25/2022  
Agent: 555  
Report: Outbound Calls For This Time... 

Inbound Closer Calls  
Closer Groups Status  
Recording  
Manual Dial  
Agent Activity

Search 

Agent Kpi Report - Outbound Calls For This Time Period : 3 

No	Date/Time	Length	Status	Phone	Campaign	Group	List	Lead	Hangup Reason
1	2022-11-21 14:02:36		INCALL	972598782123	OUTGOING	Agent	998	57	NONE
2	2022-11-21 15:05:16	70	NP	01777770154	INBOUND	Agent	998	58	CALLER
3	2022-11-24 10:54:04	214	N	01757050058	OUTGOING		998	9	AGENT

Show 10 entries Search: 

Showing 1 to 3 of 3 entries  1 

Duration Calculation

Total time: 00:04:44

# Monitor

Agent login

4

Available

2

Break

1

On Call

1

Queue

0

IVR

0

Jewel

PAUSED

0

00:01:13

Shakib

CLOSER

0

00:00:00

Talk Time

00:00:00

Talk Time

00:00:00

ONHOLD 0

00:00:00

ABANDONED 0/0

Rakib

CLOSER

0

00:01:33

Ratul

INCALL

0

23:56:38

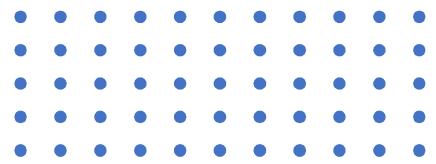
Talk Time

00:00:00

Talk Time

00:00:00

# Our Unique Features



1

Customized software development as per client's requirement



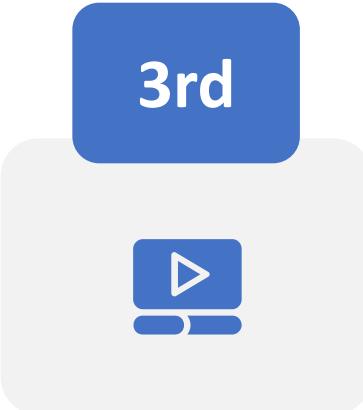
2nd



2

Provide inhouse or freelancing Customer Agents

3



Facilitate required outbound calls for clients

# Why Us ?



More  
Upgraded  
Version



One Year of  
Free Support

Customized  
interface

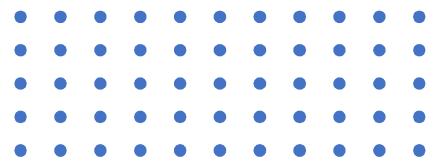
Completely  
localized Team



Multiple organizations  
can be operated under  
same panel



# Other Projects



## Blockchain Development

Our organization is ready to provide the ultimate solution for a reliable complete...



## Web Development

Build your website with a minimum effort as it is going to be pioneered by our...



## Ecommerce Solution

If you are looking for ready-to-launch e-commerce websites for your business or...



## Mobile App Development

Our mobile app developers have years of professional experience. You will find the...



## Research Data Management

We also provide research data management service for your business or...

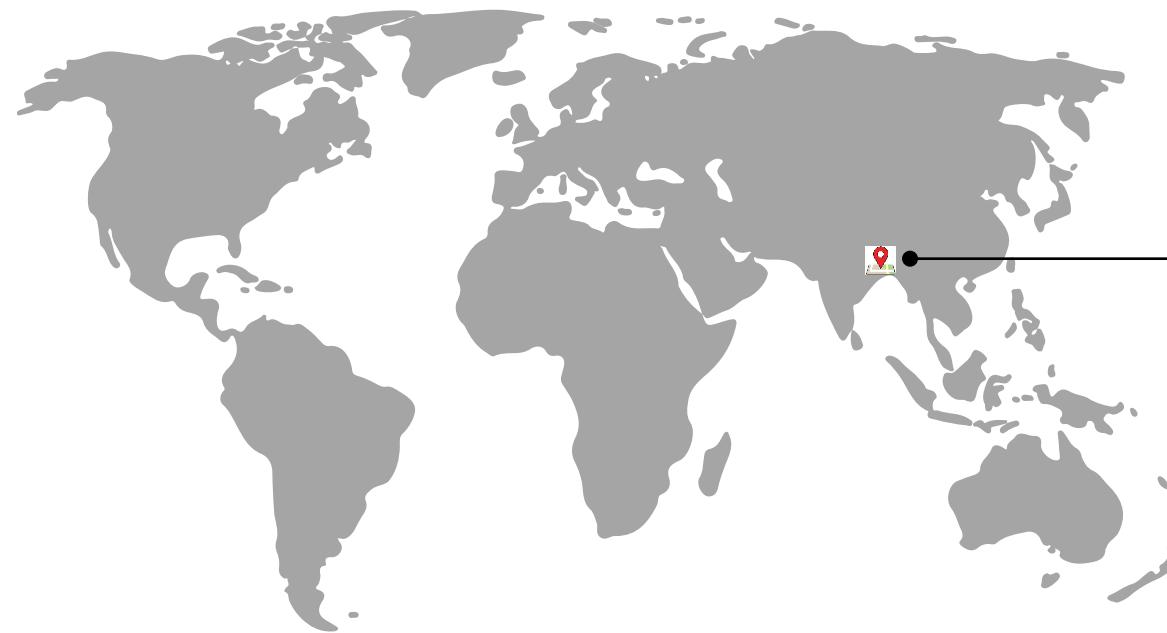


## Digital Marketing

We provide you 100% modified strategies, SEO experts and professionals...



# Our Office



House 148, Road 13/B,  
Block E, Dhaka  
Bangladesh



# Thankyou