

# Outbound Campaign Dialer

## Data Sheet



# Outbound Campaign Dialer

Comstice Outbound Campaign Dialer helps to create dialer campaigns to run as standalone or integrates with Amazon Connect

By using Comstice Dialer, you can have the full business lifecycle management of the Outbound Campaign Management including Campaign Performance, Regulatory Policy Management, Business Outcomes and Revenue Management.

## Benefits:

Comstice Dialer helps in the following areas;

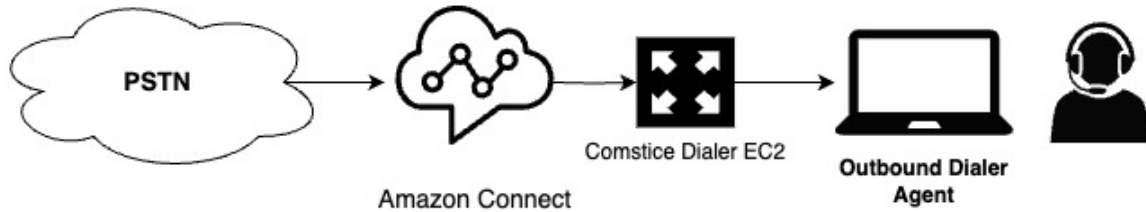
- maximum performance from outbound campaigns
- improve campaign performance quickly during the campaign with better monitoring tools
- eliminate low-performing resources and focus on the highest performers
- constantly updated platform with Outbound Campaign Best Practices

## Features

Comstice Outbound Campaign Dialer solution;

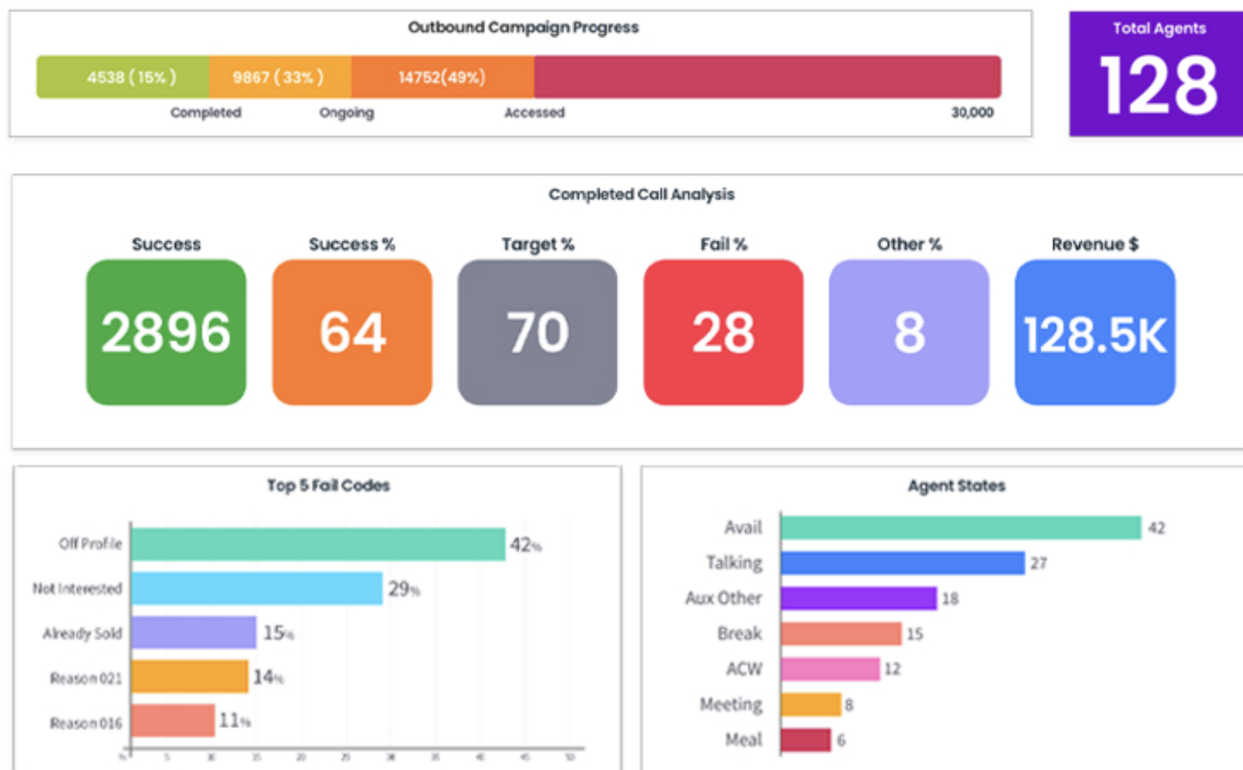
- can work with standalone or with Amazon Connect
- simplifies campaign creation, monitoring and reporting
- runs all the customer service applications on the web browser including softphone
- integrates with customer-owned SIP trunk connections or with Amazon Connect
- supports a wide range of CODECs including OPUS, G.711 u-law and a-law, G.722, iLBC, iSAC
- provides fully encrypted audio (sRTP) and signalling (HTTPS)
- converts WebRTC session on the browser
- SIPREC-Based audio recording which is compatible with all the leading recording providers
- offers optional audio recording module
- offers remote silent monitoring for supervisors
- Supports VDI scenarios where the audio stream is sent through local browser.
- supports Cisco UCCX, UCCE, WebexCC, WebexCCE, Avaya Aura and Select

# Solution Topology: Amazon Connect



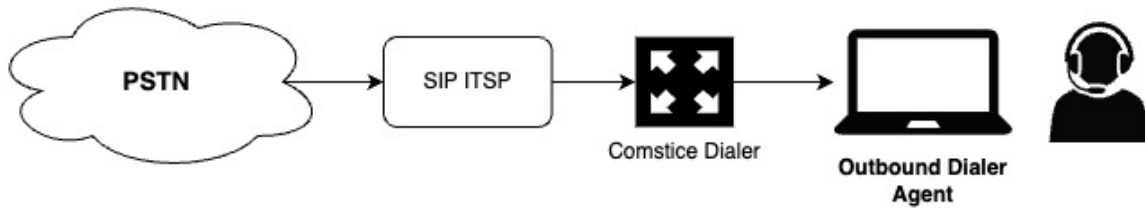
Amazon Connect offers high frequency dialer functionality with answering machine detection. However, it lacks the essential features for creating, managing and monitoring campaigns and agent interfaces.

Comstice Dialer can integrate with Amazon Connect and offer fully featured Outbound Campaign Management experience including real-time dashboards, historical reports, agent scorecards and business outcome management.



# Solution Topology: Standalone

.Comstice Outbound Dialer can be hosted on a virtual server by the customer or by Comstice. It can also be deployed into a cloud service. Customer-provided SIP trunk will be integrated with Comstice Dialer to make and receive calls.



Agents will use Comstice Dialer agent interface. It is configurable and customizable for different business requirements.

EXTENSION	NAME	LASTNAME	DEPARTMENT	STATE / REASON
10248	Aubrey	Hawkins	Sales	Available
10348	Bessie	Richards	Sales	Lunch Break
20448	Randall	Warren	Sales	Break
33548	Dwight	Lane	Sales	Talking
43248	Theresa	Fox	Sales	Available

Queue Name	InQ	Oldest
ENQ2-CSQ	6	3:23
RNW-CSQ	3	3:13
ALIAS 4	6	2:43
OCDR-CSQ	3	3:24
CLREC-CST	3	1:23
CLREC-CSW	6	1:20
CLREC-CSX	6	1:14
OCDR-CS3	0	0:37
OCDR-CS3	0	0:23



# Thank You

Please contact [sales@comstice.com](mailto:sales@comstice.com)  
for demos and callback.