

Outbound Campaign Dialer for Avaya

Data Sheet



Outbound Campaign Dialer - Avaya

Comstice Outbound Campaign Dialer helps to create dialer campaigns to run as standalone or integrates with Avaya Communication Manager and Session Manager.

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;

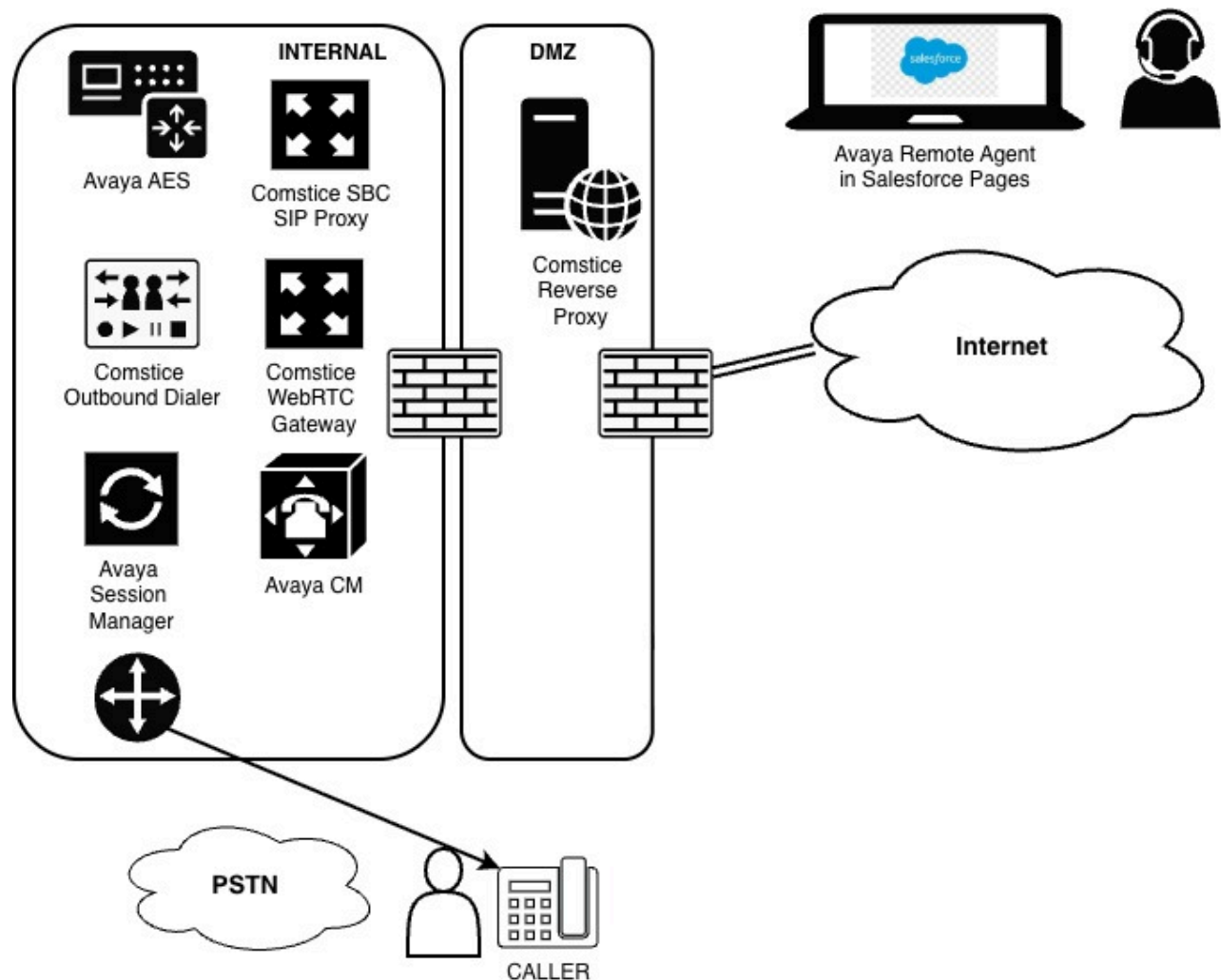
- maximum performance from outbound campaigns
- improve campaign performance quickly during the campaign with better monitoring tools
- eliminate low-performing resources and focus on the highest performers
- constantly updated platform with Outbound Campaign Best Practices

Features

Comstice Outbound Campaign Dialer solution;

- can work with standalone or with Avaya CM and Session Manager
- 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 Avaya Session Manager
- 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)
- SIPREC-Based audio recording which is compatible with all the leading recording providers
- offers optional audio recording module
- offers remote silent monitoring for supervisors
- offers agent webphone for CRM platforms such as Salesforce and ServiceNow.

Solution Topology: Avaya



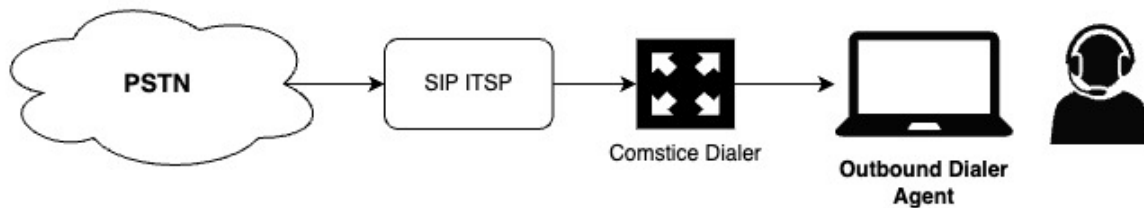
Comstice Dialer can integrate with Avaya Session Manager and Avaya AES via SIP and offer s fully featured Outbound Campaign Management experience including real-time dashboards, historical reports, agent scorecards and business outcome management.

Common features are;

- Single agent experience for both inbound and outbound call handling
- Business outcomes per campaign
- CTI Integration with CRM for screen-pop and click to dial
- Callback Tasks
- Answering Machine Detection
- Policy Manager for creating regulatory policies
- Agent Performance Scorecards
- Salesforce and ServiceNow CRM Webphones
- Avaya AES integration for agent state and call control functions

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.

The screenshot displays the Comstice Dialer agent interface. The interface is divided into several sections:

- Header:** Includes a status bar with "Screen Recording: Active", "Available" status, and a timer "00:01".
- Left Sidebar:** Contains navigation links for Console, Team Calendar, Shift Schedule, Scorecards, Learning Zone, Task Manager, Callback List, Preferences, Close Menu, and Logout.
- Main Content Area:**
 - Top Section:** Displays "AWS Line" and "Internal Line" tabs, a "Enter Number" input field, and a "03:24 Select Reason" button.
 - Presence Section:** Shows a table of agent status. The "Sales Team" is selected, and the "Supervisor Team" is also visible. The table lists agents with their extension, name, last name, department, and state/reason.
 - Team Medstar Section:** Displays a circular chart showing agent status: 15 Members, 5 AVAIL, 2 ACD, 4 ALX, 2 ACW, and 5 Not Ready.
 - Call Logs Section:** Shows a list of calls with details like "406 555-0120", "15 May 2023 8:00 am", and "02:11".
 - Queue Name Section:** Displays a table of queue names, in-queue counts, and oldest times.
- Bottom Section:** Includes a "Team Messages" button and a message "Healthcare week, Please update schedule".

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
ENG2-CSQ	6	3:23
RNW-CSQ	3	3:13
OCDR-CSQ	3	3:24
CLREC-CST	3	1:13
CLREC-CSW	6	1:20
CLREC-CSX	6	1:14
OCDR-CS3	0	0:37
OCDR-CS3	0	0:23

Agent Portal

The screenshot displays the Comstice Agent Portal dashboard. The interface includes a sidebar with navigation options like Dashboard, Shift Exchange, Quality Reports, Team Calendar, Scorecards, Messages, Help Center, and Shift Preferences. The main area features several widgets: a top navigation bar with a search bar and user profile; a central section for Line 1 (42738), Line 2 (54738), and Line 3 (36738) with a search bar and buttons for 'Short Break' and 'Go To Available'; a 'Callbacks and Recently Abandoned' table; a 'Team US Wholesale' donut chart; a 'Call Logs' table; and an 'Active Queues' table. A bottom section shows 'Team Messages' and a healthcare reminder.

Comstice Search [] Chu Ma

Line 1 42738 **Line 2 54738** **Line 3 36738**

Enter Number []

00:19 **Short Break** **Go To Available**

Callbacks and Recently Abandoned

Name	Number	Queue	Target	Call
Sophie Baker	239-555-3287	CS-Split	Abandoned	
Andrew McGillan	212-555-4691	Renewals	Avoid Cancellation	
Vishay Padmadan	239-555-3287	Online Sales Sup.	Abandoned	
Dirk Kutu	832-555-7184	OB-Homelns	Renewal	
Sunny Lombardo	239-555-3287	OB-Bus-Indm	Buss Indemnity	
Jesus Guardado	614-555-8179	Renewals	Avoid Cancellation	
Robert Pattison Jr	414-555-6902	CS-Split	Abandoned	
Fiona McGuinness	312-555-8673	OB-Homelns	Renewal	

Team US Wholesale

AVAIL 30
RING 5
ACD 12
AUX 8
ACW 30

Call Logs

Inbound	Outbound
15	8

Active Queues

Name	InQ	Oldest
ENG2-Split	6	03:43
Wholesale	3	01:42
GIS-Helpdesk	2	04:58
Renewals	2	00:43
Cancellations	2	02:07
Group Bookings	1	06:21
New Business	2	07:11
Online Support	2	00:18
Corporate Accts	1	00:03
Partner Escl	1	00:02

Updates Available
Scorecard WK22
Quality Evaluation WK21
Review

Team Messages Healthcare week, please remind the patients about the limited offer

- Supports both inbound and outbound
- Web-based phone and agent functionality
- Callback lists
- Call Logs with result code options and call back buttons
- States of team members
- Daily performance
- Real-Time inbound activity
- Access to shifts, scorecards, performance reports and team calendar

Webphone for Salesforce

The screenshot displays the Salesforce Service Console interface. On the left, the 'Recently Viewed' list shows 'Adam McCune' from 'Comstice Global'. The main pane shows the contact record for 'Mr. Adam McCune'. The 'Phone (2)' field is highlighted with a red circle. Below the main pane, the 'Comstice Webphone' interface is visible, showing a 'Connected' status for the number '713559' and a 'Live' indicator. The webphone interface includes a keypad and a 'Recent' call log. The contact record details on the right show the 'Phone' field with a red circle around it, indicating the phone number '713559'.

Service Console | Contacts | Adam McCune | Co...

Recently Viewed

1 item • Updated a few seconds ago

Search this list...

Recently Viewed ↓

Adam McCune Comstice Global 713559

Contact Mr. Adam McCune

Title Account Name Phone (2) Email Contact Owner

Comstice Global 713559 Yigit Zo...

Related Details

Contact Owner Yigit Zorlu

Name Mr. Adam McCune

Account Name Comstice Global

Title

Department

Phone 713559

Home Phone +17139293714

Mobile +1713559

Other Phone 4004

Fax

Email

Assistant

Asst. Phone

Other Address

Level

Last Modified By Yigit Zorlu, 21/10/2025, 14:30

Yigit Zorlu, 24/10/2025, 10:32

Comstice Webphone

Connected 713559 Live

Keypad Recent

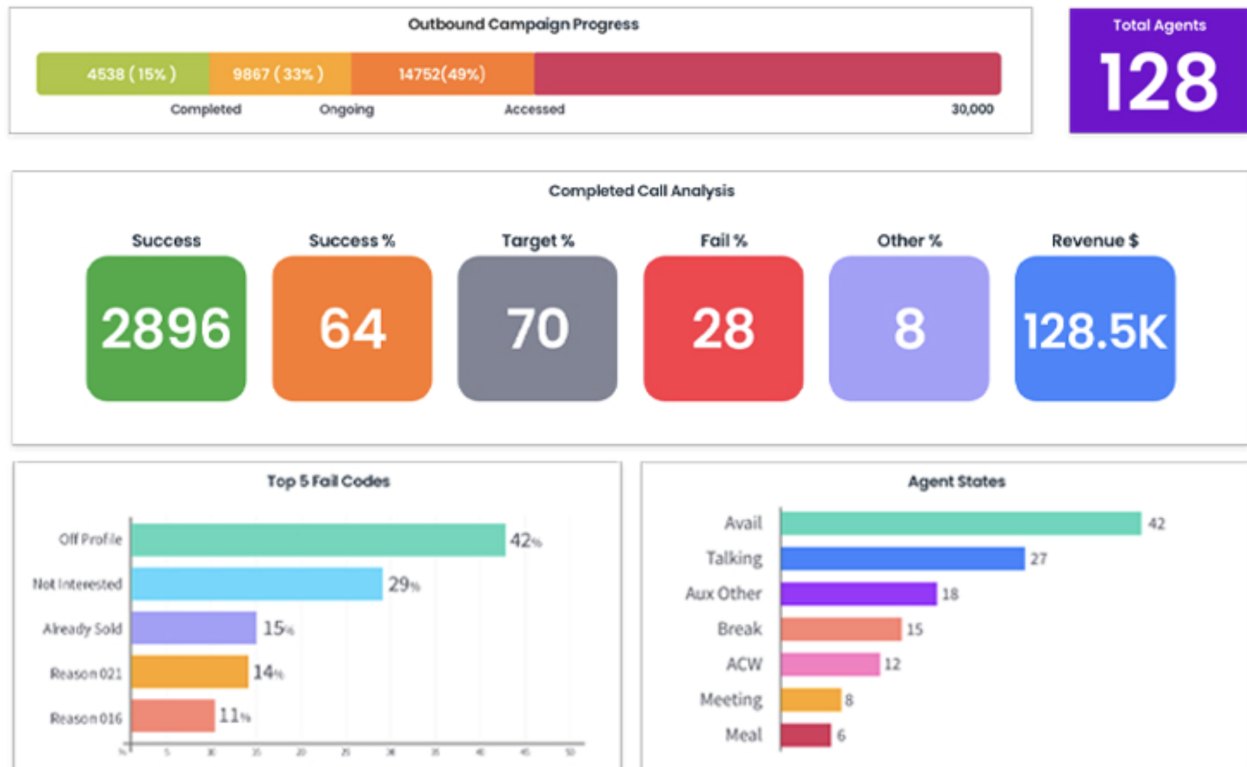
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Phone History

- Screen-pop and click to dial using Salesforce OpenCTI
- No installation on agent PCs
- Hosted on-premises
- Same agent experience for inbound and outbound

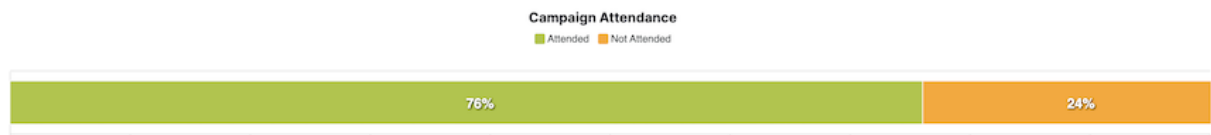
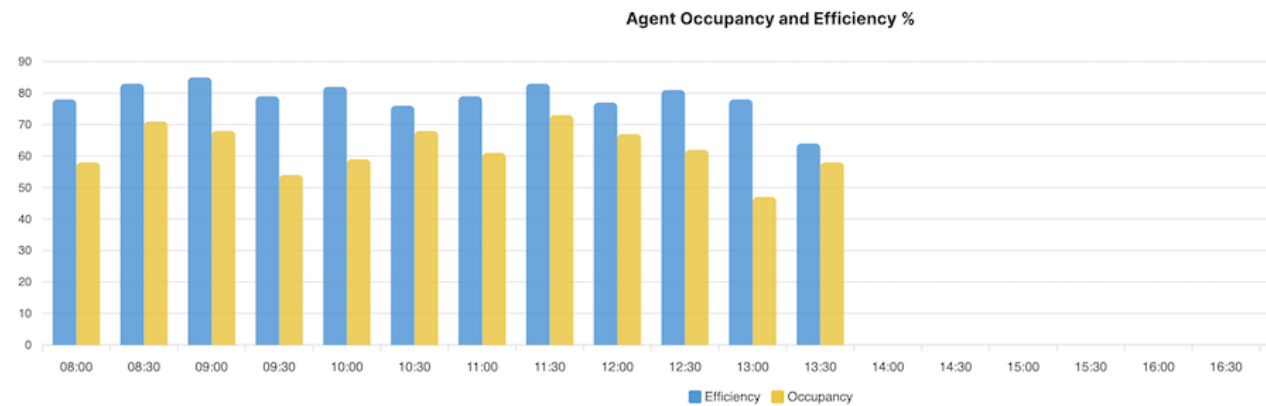
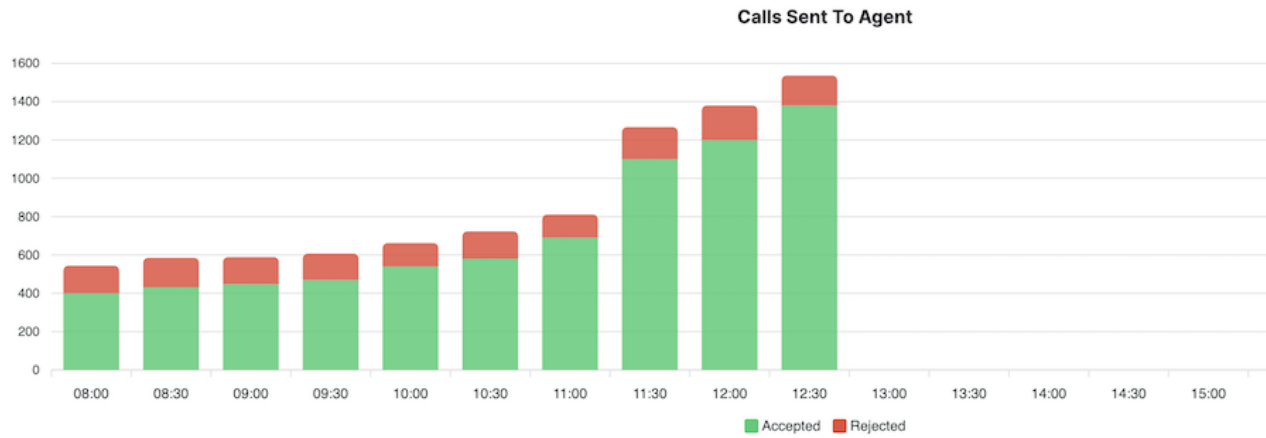
Real-Time and Historical Reporting

Comstice Outbound Dialer includes real-time and historical reporting and dashboards. You can monitor realtime performance as well as the overall campaign status and specific performance indicators.

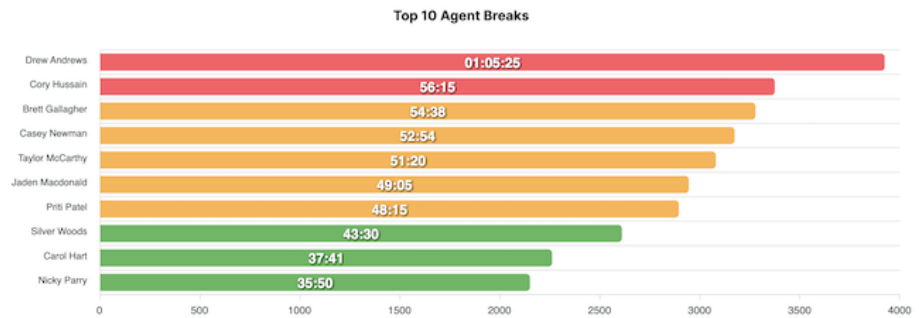


Agent Campaign Statistics										
Name	Target	Accepted	Accept %	Rejected	Completed	Success	Fail	Other	Revenue	Rev. Target%
Leigh Brooks	200	117	58.5	32	68	41	18	9	\$2,328	32.6
Danny Owen	200	104	52	26	53	37	9	6	\$1,867	37
River Nicholson	200	142	71	41	48	52	23	11	\$2,045	29.8
Silver Booth	200	76	34	37	41	38	11	3	\$1,960	24.3
Clay Richardson	200	37	18.5	42	27	41	8	2	\$1,792	30.5
Eli Davidson	200	92	46	24	15	54	14	8	\$1,907	32.2
Brett Gordon	200	39	21%	12	22	27	6	6	\$1,012	19.4
Shay Jenkins	200	56	32%	10	37	54	7	9	\$1,572	21.5
Sidney Lawson	200	82	41	17	41	63	12	7	\$1,812	15.2
Casey Lloyd	200	91	45.5	15	34	37	16	6	\$2,072	12.6

Outbound Reporting -2

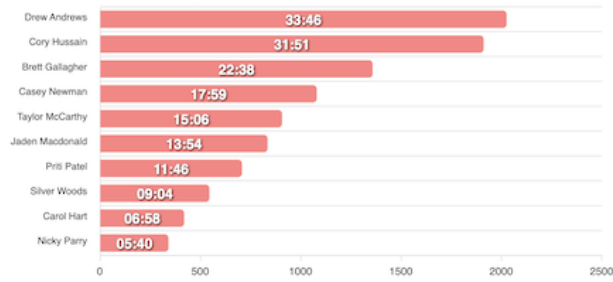


Reason and Finish Codes		
Success		
Sales	Total	%
	320	78%
Accepted Offer	126	57%
Failure		
Not Accepted	36	21%
Existing	15	13%
No Answer		
No Answer	56	21%
No Connection	23	17%

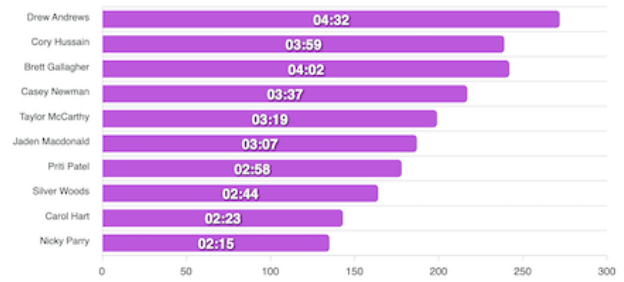


Outbound Reporting -3

Top 10 Non-Break AUX

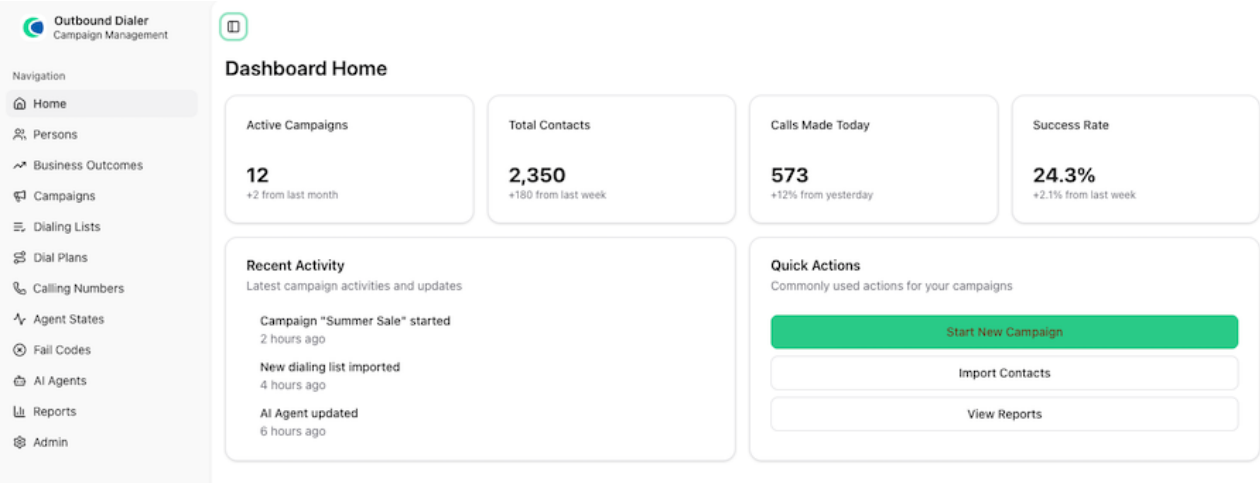


Top 10 AHT Agents



Dashboard and Sidebar

Sidebar lists the features available for creating, running and monitoring campaigns. Dashboard provides a quick summary and shortcuts to commonly used tools.



You can create campaigns, edit and delete campaign details from the Campaigns pages.

Campaigns

Manage your outbound calling campaigns

New Campaign

Campaign Groups

Search Campaigns

Campaign Name

Channel Type

Dialing Type

Priority

Search by name...

All Channel Types

All Dialing Types

All Priorities

Search

Clear

2 campaigns

Campaign Name	Channel Type	Dialing Type	Priority	Min Agents	Call Target	Revenue Target	Start Date	End Date	Status	Created	Actions
My campaign 1	Voice	Manual Dialing	5	1	200	\$10,000	31/07/2025	29/08/2025	Completed	30/07/2025, 09:46:30	
Second Campaign	Voice	Manual Dialing	5	1	200	\$10,000	01/08/2025	30/08/2025	Completed	30/07/2025, 09:58:26	

Dialer Features

Users can upload dialing lists and depending on the call activity on each number, dialer will call the numbers or wait until the wait time requested. If the outcome is final, dialer will not call that number on the same campaign.

Dialing Lists

Manage phone number lists for outbound campaigns

[+ New List](#)

Dialing List Name

[Search](#)[Clear](#)

Dialing Lists (3)

ID	List Name	Phone Numbers	Actions
1	my_list1	200 numbers	✎ 🗑
2	SecondList	200 numbers	✎ 🗑
3	Dialing List 3	200 numbers	✎ 🗑

Users can assign different calling numbers from your DID range for each campaign.

Calling Numbers

Manage phone numbers used for outbound calling campaigns and caller ID settings

[New Calling Number](#)

Search Calling Numbers

Calling Number Alias

[Search](#)[Clear](#)

Calling Number

Calling Numbers (4)

Alias	Calling Number	Created	Actions
Campaign23	+1713550517	30/07/2025	✎ 🗑
dialer4848	+18235551212	30/07/2025	✎ 🗑

Dialer Features

You can create different states for each agent and the reports will reflect the efficiency and occupancy accordingly.

Agent States

[State Groups](#)[New State](#)

Search Agent States

Name

Efficient State

All

Occupant State

All

[Search](#)[Clear](#)

Name	Efficient State	Occupant State	Created	Actions
ACD Calls	Efficient	Occupant	30/07/2025	Edit Delete
Call Backs	Efficient	Occupant	30/07/2025	Edit Delete
Lunch	Not Efficient	Not Occupant	30/07/2025	Edit Delete

Fail codes can be assigned to each number after the call attempts;

Fail Codes

[Code Groups](#)[New Code](#)

Search Fail Codes

Name

[Search](#)[Clear](#)

Name	Created	Actions
Already Sold	30/07/2025	Edit Delete
Audio Issue	30/07/2025	Edit Delete
Call Dropped	30/07/2025	Edit Delete
Do Not Call (DNC)	30/07/2025	Edit Delete

Reports

Historical reports and real-time dashboards are available for each campaign and other dialer items.

Reports

Access comprehensive reports, analyze campaign performance, and track key metrics and KPIs.



Historical Reports

Access past data and performance metrics with flexible date ranges and filtering

Call Tracker

Find individual calls from calling number, called number, agent, campaign, and more

Open Report



Real-time Reports

Monitor live campaign performance and agent activity

Live Dashboard

Real-time campaign and agent performance monitoring

Open Report

Agent Campaign Statistics

Monitor agent performance with targets, acceptance rates, and revenue metrics

Open Report

Login and Authentication

Comstice Dialer can authenticate the users through;

- AVAYA End Users and Active Directory
- Single Sign-On: Microsoft, Okta, Google, AWS or any other SAML-based service



Outbound Campaign Dialer

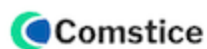
Login

Enter your email below to login to your account

Email

Password

[Forgot your password?](#)



Technical Specifications

All the solution components below support N+1 redundancy. HA Servers required for priority support.

Comstice SIP SBC

16GB RAM, 300GB HDD, 2 vCPUs

Comstice Dialer

32GB RAM, 500GB HDD, 4 vCPUs

Comstice ASR/TTS Server (if purchased)

24GB RAM, 300GB HDD, 4 vCPUs

Support

Comstice offers a break-fix support for all the solutions. Priority support is included in all the subscriptions as long as the solution is deployed with N+1 redundancy. SLA is one hour response and up to four hours fix, based around all the dependencies of each solution. Support is available 24/7. Tickets can be raised by the client's IT personnel that has already followed the troubleshooting steps provided during the Administrator Training delivered as part of the project. Comstice does not accept tickets directly from the end users.

Tickets can be opened from <https://comstice.com/support>, by sending an email to support@comstice.com or by calling +1 713 929 3714 (Option 2)

Reporting questions, configuration and design questions are not part of the SLA and will be handled during regular office hours. Only break-fix support is handled on the SLA with 24/7 coverage.



Thank You

Please contact sales@comstice.com
for demos and callback.