Comstice

Outbound Campaign Dialer for Cisco UCCX

Data Sheet

Outbound Campaign Dialer UCCX

Comstice Outbound Campaign Dialer helps to create dialer campaigns to run as standalone or integrates with Cisco CUCM and Cisco UCCX.

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 Cisco CUCM and UCCX
- 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 Cisco CUCM
- 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.

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.
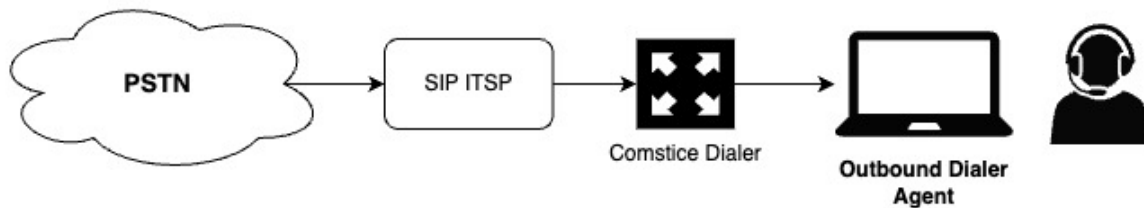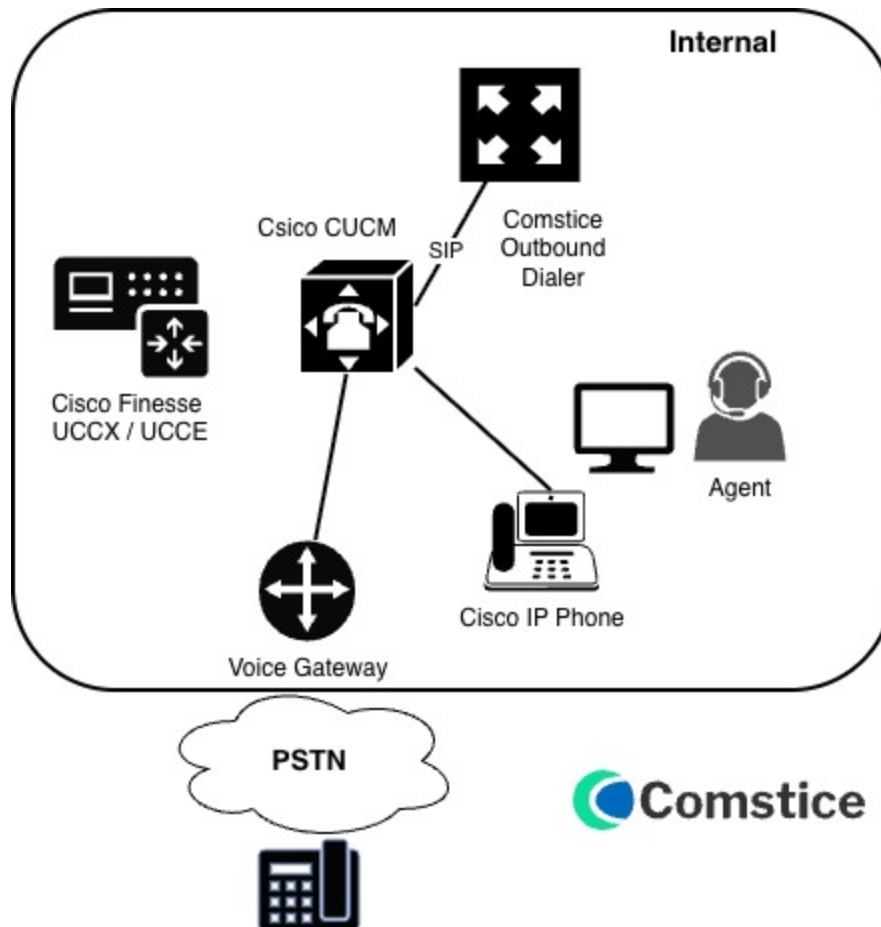

Agents will use Cosmtice Dialer agent interface. It is configurable and customizable for different business requirements.

Solution Topology: Cisco UCCX

Comstice Dialer can integrate with Cisco UCCX and Cisco CUCM 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
- Cisco Finesse integration for agent state and call control functions

Comstice Webphone Gadget for Remote Agents

Comstice offers a webphone gadget that helps agents to login to Cisco Finesse without installing anything on the agent PCs and without any VPN. Comstice Webphone Gadget
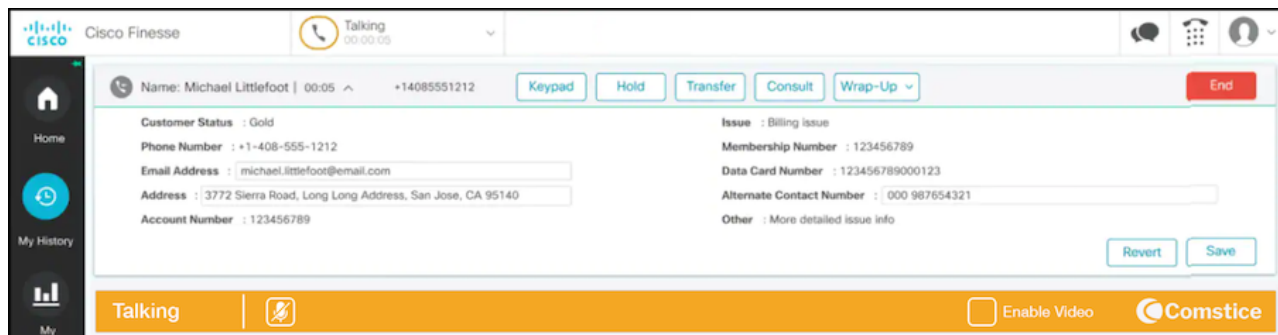
- Click to dial from the webpage
- Faster onboarding of remote agents and outsource agenciy resources
- No Jabber or Cisco IP Phone needed
- No VPN needed for logging in as an agent
- Separate SSO Login page for additional security and session permissions
- Supports both inbound and outbound
- Callback lists
- Call Logs with result code options and call back buttons
- Daily performance
- Real-Time inbound activity
- Access to shifts, scorecards, performance reports and team calendar

Cisco Finesse Agent Portal

- Utilises Cisco Finesse REST APIs for the best security and privacy
- Additional SSO Login access
- 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
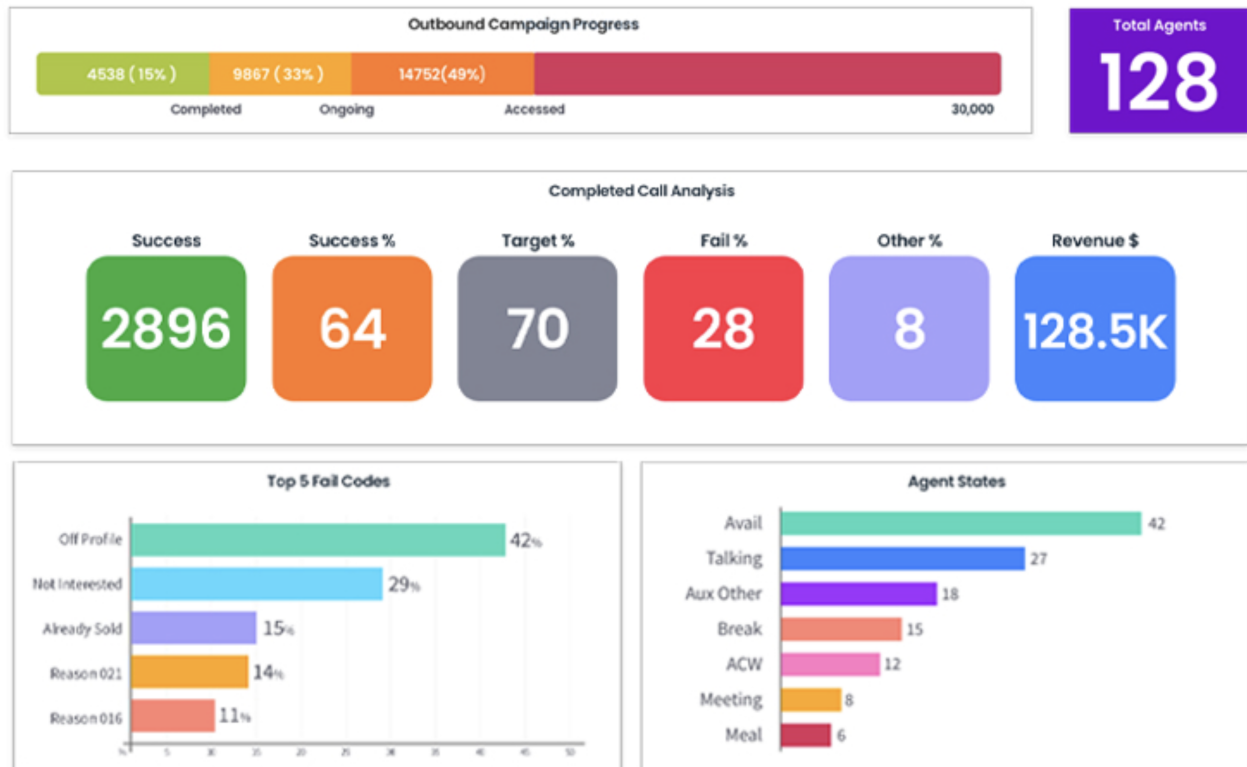
Webphone for Salesforce

- 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.

Outbound Campaign Progress

| 4538 (15%) | 9867 (33%) | 14752 (49%) | | 30,000 |
| Completed | Ongoing | Accessed | | |

Total Agents: 128

Completed Call Analysis

Success	Success %	Target %	Fail %	Other %	Revenue $
2896	64	70	28	8	128.5K

Top 5 Fail Codes

Off Profile	42%
Not Interested	29%
Already Sold	15%
Reason 021	14%
Reason 016	11%

Agent States

Avail	42
Talking	27
Aux Other	18
Break	15
ACW	12
Meeting	8
Meal	6

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

Calls Sent To Agent

Accepted ■ Rejected

Agent Occupancy and Efficiency %

■ Efficiency ■ Occupancy

Campaign Attendance

■ Attended ■ Not Attended

76%	24%
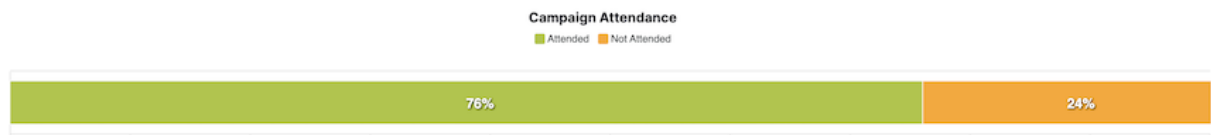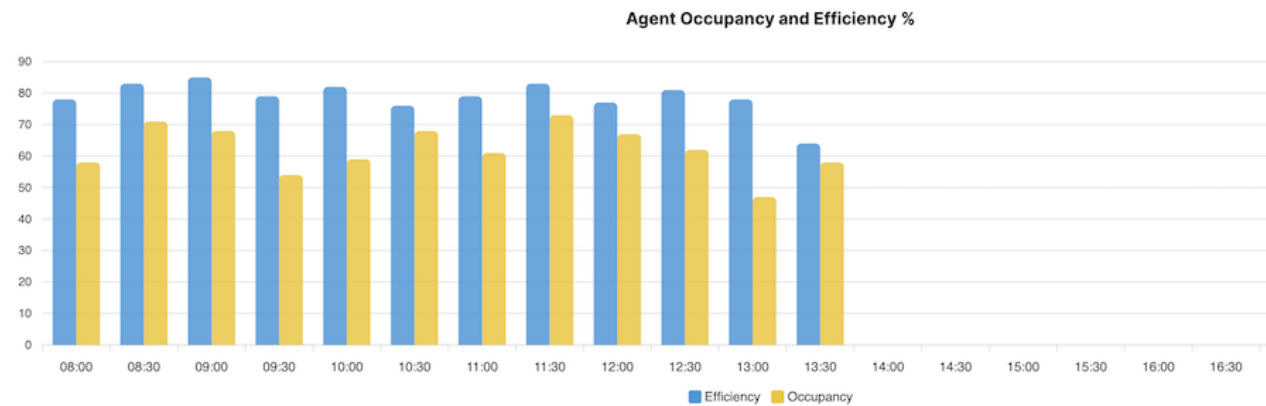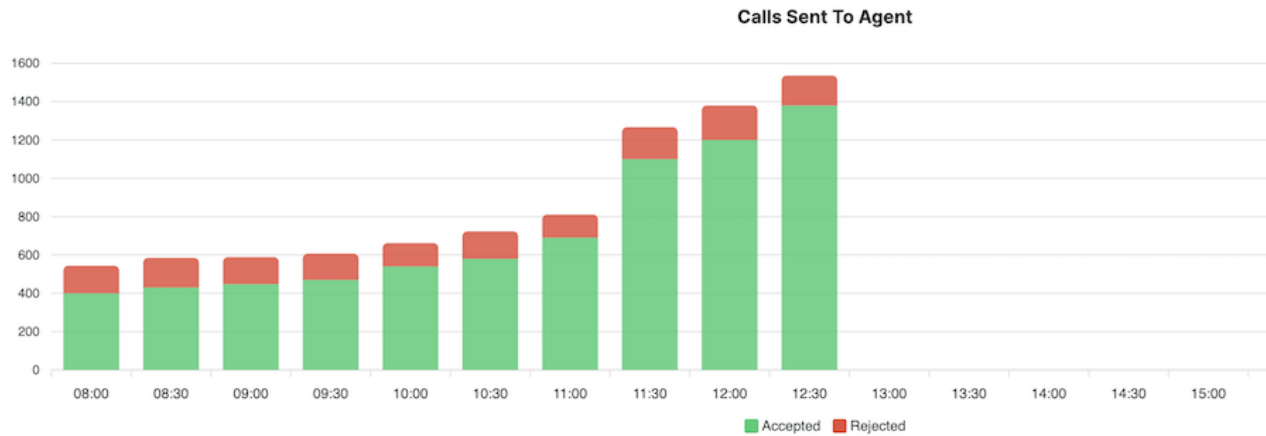
Reason and Finish Codes

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

Top 10 Agent Breaks

Agent	Time
Drew Andrews	01:05:25
Cory Hussain	56:15
Brett Gallagher	54:38
Casey Newman	52:54
Taylor McCarthy	51:20
Jaden Macdonald	49:05
Priti Patel	48:15
Silver Woods	43:30
Carol Hart	37:41
Nicky Parry	35:50
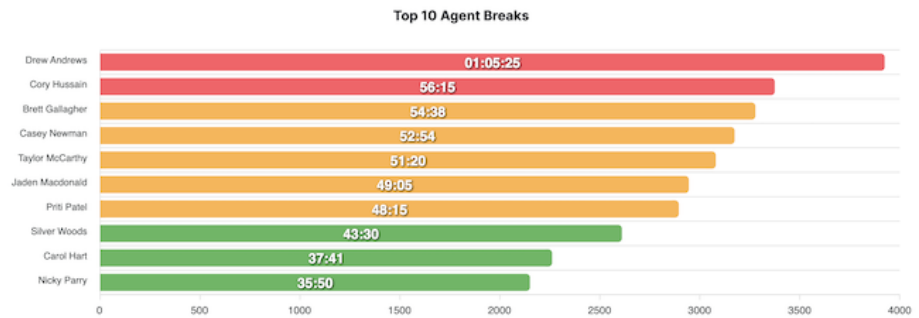
Dashboard and Sidebar

Sidebar lists the features available for creating, running and monitoring campaigns. Dashboard provides a quick summary and shortcuts to commonly used tools.
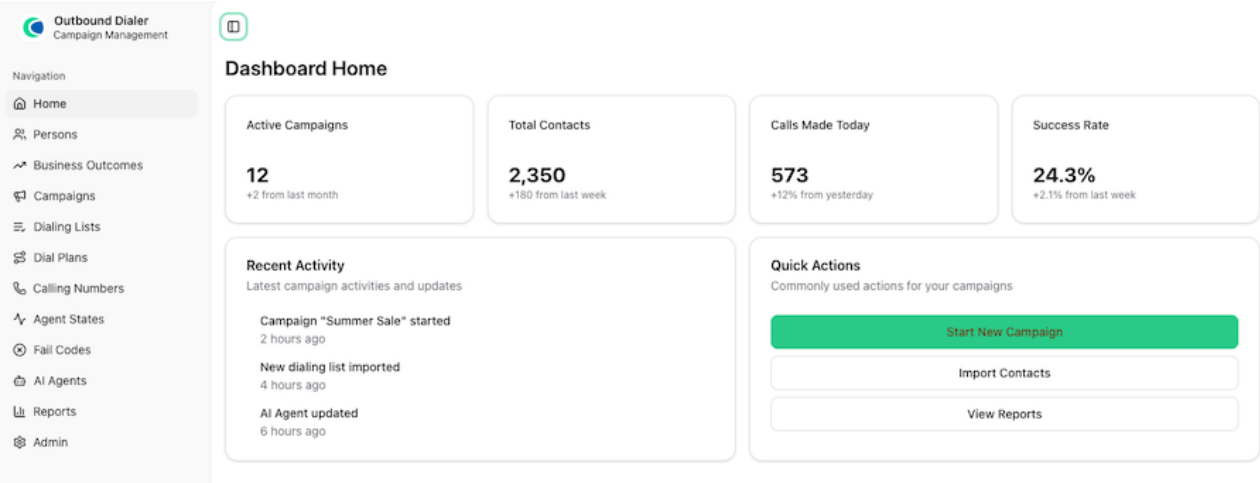
You can create campaigns, edit and delete campaign details from the Campaigns pages.

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 by 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 by alias...]

Calling Number
[Search by phone number...]

[Search] [Clear]

Calling Numbers (4)

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

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Dialing List Name
Search by list name...   [Search] [Clear]

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

[New Calling Number]

Search Calling Numbers

Calling Number Alias   Calling Number
Search by alias...   Search by phone number...

[Search] [Clear]

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	Occupant State
Search by name...	All	All

Search | Clear

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

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

Fail Codes

Code Groups | New Code

Search Fail Codes

Name
Search by name...

Search | Clear

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

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;

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

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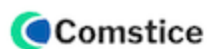
All the solution components below support N+1 redundancy. HA Servers required for priority support.

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 depedencies 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.

Comstice

Thank You

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