

DialPro



**Winning Edge Technology
Pvt. Ltd.**

Call Centre Solution



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ABOUT US

Winning Edge Technology Pvt. Ltd. is a leading technology company that specializes in IT sales and service. The company was founded in 2011 and is headquartered in Pune. With a team of highly skilled and experienced professionals, Winning Edge Technology Pvt. Ltd. is dedicated to providing quality IT products and services to its clients.

MISSION

Winning Edge Technology Pvt. Ltd.'s mission is to enhancing the business growth of our customers with creative Design and Development to deliver market-defining high-quality solutions that create value and reliable competitive advantage for our clients around the world.

VISION

The company's vision is to develop in a constant manner and grow as a major IT service provider to become a leading performer, in providing quality Web and Software Development solutions in the competitive global marketplace.

VALUES

Customer Focus

The Company is committed to putting its customers first and providing them with high-quality products and services.

Innovation

Winning Edge Technology Pvt. Ltd. is dedicated to staying ahead of the curve and providing its clients with innovative technology solutions.

Integrity

The Company operates with the highest level of integrity and ethics.

Teamwork

Winning Edge Technology Pvt. Ltd. values teamwork and collaboration and believes that its employees are its greatest asset.

Excellence

The Company strives for excellence in everything it does, from the quality of its products and services to the professionalism of its employees.

Goals

Strategic Goals

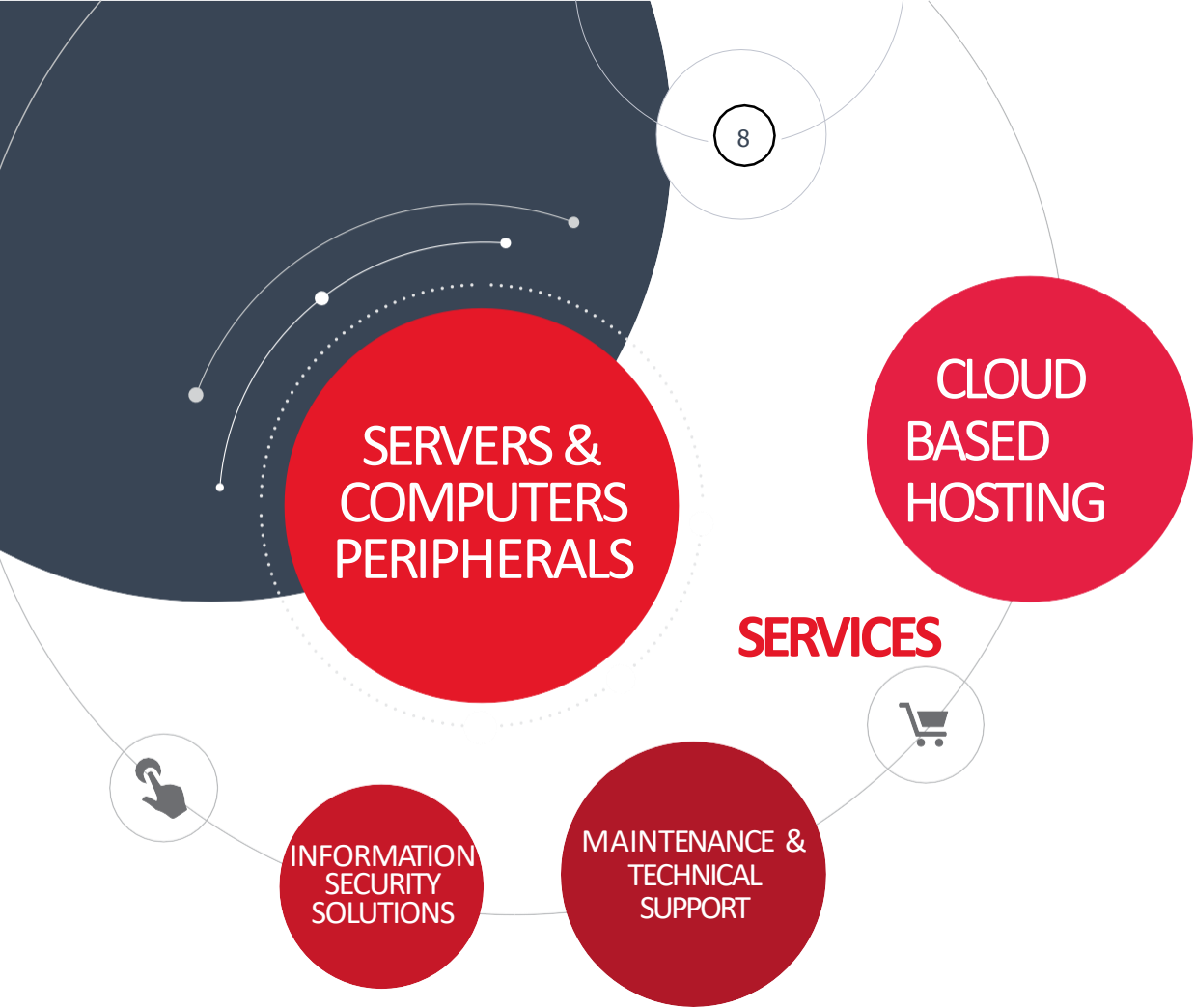
- ✓ Expansion in Kingdom.
- ✓ Develop Performance & Constantly Improve Products.
- ✓ To Increase Customer Satisfaction.
- ✓ Switching to E-Commerce & Cloud Products.
- ✓ Produce Quality Products with low Prices.

Call Centre Solution

DialPro is an open-source call center solution that is widely used in the industry. It provides a robust platform for inbound and outbound call center operations and is known for its flexibility, scalability, and feature-rich functionality. The **DialPro** call center solution encompasses all the features typically found in high-end, costly proprietary call center solutions.



GROWING TEAM OF WINNING EDGE TECHNOLOGY



NEW



Agent Monitoring App



Monitor your agent activities in your phone anytime anywhere.

DialPro Edge

- GSM Predictive Dialer
- Auto Change of the campaign according to time zone
- Automatic agent account lock
- IVR database retrieval
- Click to call from website
- Dial-in/dial-out multiparty conference
- Live/current agent monitoring
- Report & campaign statistics
- Voicemail to email
- Missed call alert on agent screen

Key Offerings

Inbound & Outbound Call Handling

Call Routing

Scripting & Agent Screen Pops

Real-Time Monitoring

Interactive Voice Response

Predictive Dialing

Call Recording

Reporting & Analytics

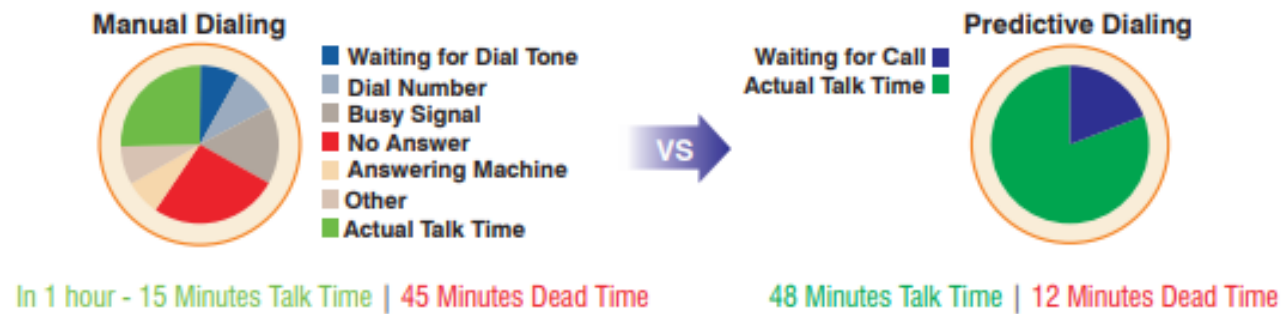
CRM Integration

DialPro Outbound Call Centre Suite

"The **DialPro** predictive dialer seamlessly integrates all outbound processes, including Telemarketing, Sales, Surveys, and Collections, into the business lifecycle. It adeptly oversees outbound calling to optimize productivity through the implementation of diverse campaign and list management strategies."

Features

- Predictive Dialing
- Outbound Campaign Management
- Customizable Scripts
- DNC List Management
- Call Recording
- Multi-Channel Outreach
- Real-Time Monitoring
- Custom Reporting
- Integration
- DNC Compliance
- Call Disposition Codes
- Scalability



DialPro Inbound Call Centre Suite

Features

"The *DialPro* inbound solution offers a significant enhancement to your call center's efficiency. Through skill-based routing, incoming calls are intelligently organized and directed to the most suitable agents, resulting in improved productivity."

DialPro is a versatile and widely-used open-source call center solution that can be effectively utilized for inbound call center operations. While it's commonly associated with outbound call center functionalities, it can be configured to handle inbound calls as well.

- IVR (Interactive Voice Response)
- Automatic Call Distribution (ACD)
- Queue Management
- Call Recording
- Real-Time Monitoring
- Customizable Agent Scripts
- CRM Integration
- Reporting & Analytics
- Scalability
- Multi-Channel Support

Real Time Dashboard



Real Time Dashboard

DialPro
Call Center Solution

UpTime - 00 day 00:31:05 ago

Server Time - 20-07-23 13:44:49

[Raise Ticket](#)



[Home](#) [Monitoring Tools](#) [System Settings](#) [Reports](#)

| Process | Leads |
|----------------|-------|
| ALL | NA |
| ConVox_Process | 27336 |
| Transfer_p | 0 |

Process Type : ALL Leads in Buffer : NA Leads To be Dialed : NA Pacing : NA Buffer Level : NA Process Channels : NA Trunk Channels : NA

| 1 Logins | 0 Idle | 0 Oncall | 0 Hold | 0 wrapup | 0 missed | 1 Breaks | | | |
|-------------|-------------|----------------|-----------|--------------|-------------|---------------------|----------|-------------|--------|
| Agent | Mode | Process | Extension | Status | Phone no | Queues | Duration | Total Calls | Action |
| shubhangi | processmode | ConVox_Process | 1007 | BREAK-UPDATE | | 1-SalesQ,2-SupportQ | 75:39:29 | 0 | |

[Server Status](#)

[Recent Calls](#)

[Clear Buffer](#)

0 Numbers Ringing

| Phone No | Duration | IP |
|----------|----------|----|
|----------|----------|----|

Real Time Dashboard

DialPro
Call Center Solution

UpTime - 00 day 00:31:15 ago

Server Time - 20-07-23 13:44:59

[Raise Ticket](#)



[Home](#)

[Monitoring Tools](#)

[System Settings](#)

[Reports](#)

Trunk Name:

Total Trunks **2**

Used Trunks **0**

Total Channels **62**

Used Channels **0**

| Sno | Trunk Name | Trunk Type | Total Channels | Used Channels |
|-----|------------|------------|----------------|---------------|
| 1 | GSM_250 | VOIP | 32 | 0 |
| 2 | gsm250 | Direct-IP | 30 | 0 |

Thank You.....!!!



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