VANILLASOFT TELEPHONY SERVICES

VOIP | SMS | AUTO-DIALING | CALL RECORDING

The phone – and by extension, texting – are indispensable tools for a successful, multi-channel engagement strategy. VanillaSoft's telephony services increase the efficiency and effectiveness of your agents while providing management with more opportunities for on-the-call coaching.

VanillaSoft's VoIP capabilities are directly integrated within the platform, making all dialing, texting, and call management easily accessible from the user interface. Triggered automatically or at the agent's discretion, VanillaSoft's autodialer eliminates the time wasted to manual dialing, and misdialing wrong numbers. Efficiency is dramatically increased by eliminating the need to manually leave voice messages - agents can simply "drop" a pre-recorded voice message and immediately begin the next call while VanillaSoft leaves the message in the background.

Initiating a personalized SMS text message is as simple as selecting a template and hitting "send." As text conversations take place within VanillaSoft alongside your call and email history, the agent has quick and easy access to a contact's entire journey throughout the engagement process.

The VanillaSoft Live Call Monitor provides easy call transfer capabilities and provides management with the ability to coach their agents with discrete feedback during the call. And when necessary, managers can break into a call to speak with the contact directly. Each call can be recorded so that they can be reviewed later, either manually or using third party conversational analytics systems.

HIGHLIGHTS

- Engage via multi-channel outreach (phone, voicemail, SMS text messaging)
- Move quickly from call to call with auto-dialing
- Enjoy unlimited calling and texting across North America
- Gain visibility into call and SMS activity
- Monitor and coach during live calls
- Break into calls when necessary
- Drop pre-recorded voicemail messages
- Activate Progressive or Preview auto-dialing
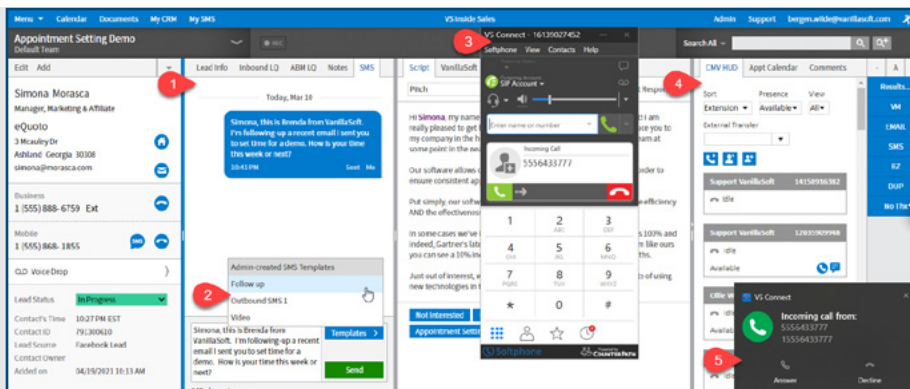
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SPECIFICATIONS

- Compatible with **Windows 10/11** and **MacOS 10.12 and newer**
- Headset Plug-and-Play compatible
- Get started with speeds from 5 Mb down and 2 Mb up

Minimum System Requirements
- Core 2 Duo 2.1 GHz
- 4 GB RAM
- 400 MB of disc space

1) SMS panel
2) SMS templates
3) VS Connect softphone
4) HUD
5) incoming call pop-up

Engage More. Talk More. Sell More.

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FEATURE	BENEFITS
Progressive & Preview Autodialing	Use progressive dialing to automatically dial the next contact immediately after fulfilling the previous. Or, allow agents to preview the contact before dialing with a single click.
Call Recording	Automatically record calls for quick reference, analysis, and training. Share recordings via direct integration with third party conversation analysis systems.
Incoming Call Information	Inbound calls are automatically matched with in-system records, providing agents access to the engagement history so they can immediately pick up the conversation where they left off.
SMS Text Messaging	Send and receive texts directly from within VanillaSoft. Customize text templates with personalization fields to speed delivery. Agents are notified of incoming replies via a pop-up alert, email, or text message to their mobile.
Heads-Up Display (HUD)	See at-a-glance which agents are available to take a call. Perform a hot (with introduction) or cold (no introduction) transfer of a call to another agent. Managers can monitor agent activity and break into calls.
Live Call Monitor	**Eavesdrop:** Live monitoring; listen to both sides of a conversation. **Whisper:** Listen to both sides while also talking privately to the agent. **Barge:** Enter the call as a 3rd party, allowing the manager to speak directly with the contact.
Fully Customizable	Set up customized auto-attendants, Toll-Free numbers, unique or group CallerIDs, call center queues, extensions, direct lines, and after-hours messaging & scheduling.
Voicemail Drops	Pre-recorded voicemail messages can be "dropped", freeing the caller to immediately make the next call while also eliminating low energy messages resulting from callers having an off day.

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