

DATASHEET

VANILLASOFT TELEPHONY SERVICES

VOIP | SMS | AUTO-DIALING | LIVE CALL MONITORING | SMART CALLER TRUST

Phone calls and text messaging are indispensable tools for a successful, multi-channel engagement strategy. VanillaSoft's telephony services increase the efficiency and effectiveness of your fundraisers, provide opportunities for monitoring and coaching, and help improve connection rates.

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 fundraiser's discretion, VanillaSoft's auto-dialer eliminates the potential for misdial mistakes. Efficiency is dramatically increased by eliminating the need to manually dial and manually leave voice messages- fundraisers 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 fundraiser has quick and easy access to a constituent's entire journey throughout the engagement process.

The VanillaSoft Live Call Monitor feature provides supervisors the ability to listen in, gather feedback, and discretely coach during the call if necessary. The Live Call Monitor feature is also equipped with the ability to easily transfer a call to another supervisor or alternate phone number entirely.

Finally, increase your connection rates by whitelisting your phone numbers with SmartCaller Trust across the entire telco ecosystem to prevent them from being marked or blocked as spam.

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
- Easily transfer 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

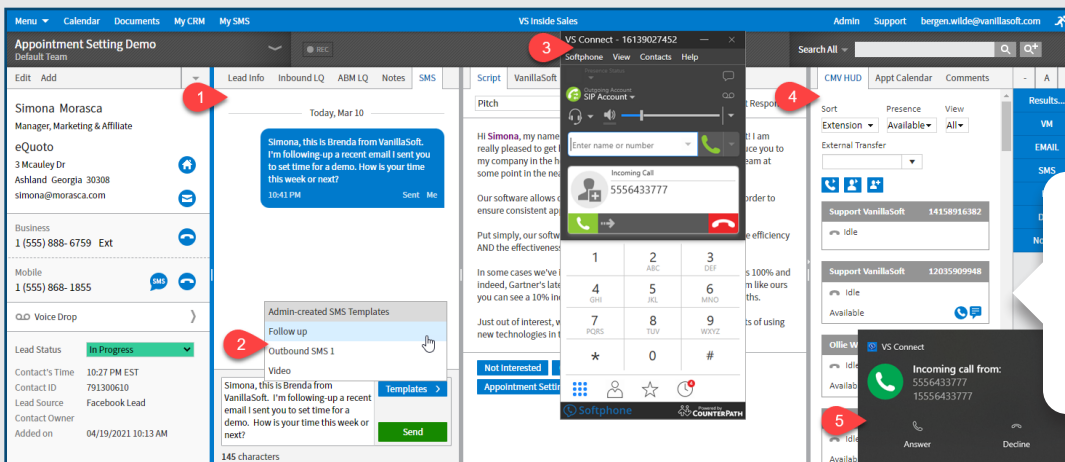
Minimum System Requirements

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



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FEATURE	BENEFITS
Progressive & Preview Autodialing	Use progressive dialing to automatically dial the next contact immediately after resulting the previous record. Or, allow fundraisers to preview the contact before dialing with a single click.
SMS Text Messaging	Send and receive texts directly from within VanillaSoft. Customize text templates with personalization fields to speed delivery. Fundraisers are notified of incoming replies via a pop-up alert. Customize alerts for supervisors or admins and receive notifications of incoming replies via email or text message to a mobile phone.
Live Call Monitor	Eavesdrop: Live monitoring; listen to both sides of a conversation. Whisper: Listen to both sides while also talking privately to the fundraiser.
Heads-Up Display (HUD)	Supervisors can monitor fundraiser activity from this screen. Fundraisers can see at-a-glance who is available to take a call and perform a transfer if needed.
Voicemail Drops	Pre-recorded voicemail messages can be "dropped", freeing the fundraisers to immediately make the next call while also eliminating the necessity of repeating the same message on each record.
Incoming Call Information	If enabled, inbound calls can be automatically matched with in-system records, providing fundraisers access to the engagement history so they can immediately pick up the conversation where they left off.



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

